

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. How are you? Um, I just started working for a recruitment company, or I'm a contractor through a recruitment company, and our health benefits are tied with you guys, and they said I can call you guys to set up my, um, health insurance. Okay, yeah. Which staffing agency is it? It's Creative Circle. Okay. And then what are the last four of your Social? 4765. And your first and last name, please? David Peters. For security purposes, can you verify your address and date of birth? 47 Bowling Lane, Deer Park. ZIP code is 11729. And date of birth is September 18th, 1985. Thank you. Is your phone number still the 929-556-5688? That is correct. And I have your first and last name at gmail.com. Is your phone number, is that up-to-date? Uh, there's an A in between, so davidapeters@gmail.com. Okay. All right, thank you. And then did you know already what you wanted to enroll into, or did you want me to send you the benefit guide to your email file? What that benefit guide has, it has all the plans that they offer, as well as the prices to those plans. So, I basically have them already, I have them open in front of me, and I just wanted to run it by you again, so to tell you what my needs are and which one you think is best for me. So, basically, I need a plan that's gonna cover, um, prescription. I have one prescription that's gonna be completely covered, and I have another prescription that, if I get a prescription from a doctor, I can buy the generic one just on my own. So, I just need the plan that covers that mostly. So, um, the plans that they offer, the medical plans, all of them have their prescription benefits. Um, to know if that medicine is covered or not, you would have to reach out to the, um, carrier of that pharmacy, which I can provide the phone number to you, and then you could find out if that's something that would be covered or not. Yeah. 'Cause, um, for the three Insure plans, it's through the same, um, prescription benefit, which is Pharmaville, and then for your Stay Healthy plan, it would be through ElecPharm. So, they all have their prescription benefits. I would need the one that is in... So, when I have the brochure in front of me, it says freeRx, freeRx.com, and I see- Mm-hmm. ... um, that one of the covered ones is the one that I need, and it's in that list. But I can't tell. Oh, membership is included if the MEC TeleRx is selected. Okay. Um, I would still call just to be on the safe side. Mm-hmm. Okay? Um, but give me one second. Let me- Absolutely. I think this is, yeah, it's the, it's the Benefits, um, in a Card PDF that I got from Creative- Mm-hmm. ... Circle, and it's on page... Just to help you out, it's on page, um, 11. That's what I'm looking at at the moment. Okay, give me one second. Absolutely. Okay, sir. So, I just got confirmation. Since we are just the healthcare administrators, just to be on the safe side, um, just so that you're sure that it's covered or not- Mm-hmm.... recommend that you call that pharmacy, 'cause it- Okay. ... they would need that confirmation, and I do have their phone number and then the name of it. And, um, once we're done with like, with your benefits, or if you don't want to enroll yet- Mm-hmm. ... um, I could, um, transfer you and you

could speak to them as well. Okay. What's the phone number that I would need to call? It's gonna be 855... Um, and this is for who? And what are you calling it for? Your Carexa. So, it's gonna be C- C. ... as in, um- Yep. ... Carlos, U as in unicorn, R as in red. Mm-hmm. Yep. E as in eat. Mm-hmm. S as in X-ray, and A as in apple. So, C-U-R-E-X-A. Okay. And then, the phone number is 855- Mm-hmm. ... 927- 927- ... 0390. ... 0390. Okay. Mm-hmm. And then that would be for, um, if you were to get the TeleRx one. Mm-hmm. And if you were to get, let's say the ph-... If you don't get the MEC TeleRx and you just get the Free Rx, that's for that pharmacy. And then for your Ensure Plus plans, if you want to enroll into any of those- Mm-hmm. ... it would be through Pharmacoville. Okay. Pharmacoville. Okay. That's- And then, I, and then I can give you the- 800- Mm-hmm. 800- 933- 3734. ... 3734. Okay. No problem. Okay, then I'll give them both... Um, I'll give them both a call and then once they answer me, then I'll get back to you guys then. Okay. And then, did you also want me to provide a Lexar phone number? That would be the pharmacy that you would go through. Also, if you would have, um, selected the Stay Healthy MEC TeleRx, because the TeleRx one, your prescription generic benefits would be through a Lexar, but it also offers that membership with Free Rx. So, that's why I gave you the Carexa phone number. But if you want, I can also provide a Lexar's. That would be 800-771-4648? Uh, let me just verify. 4648, yes sir. Okay, no problem. I'll give these two a call and then I'll call you right back. Okay, that's fine. And then- Okay. ... that'll give you... That will take care of that, um, question that you have regarding that medication. Okay. Sure. No problem. All right. Thanks so much. You're welcome. Have a nice day. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. How are you? Um, I just started working for a recruitment company, or I'm a contractor through a recruitment company, and our health benefits are tied with you guys, and they said I can call you guys to set up my, um, health insurance.

Speaker speaker_0: Okay, yeah. Which staffing agency is it?

Speaker speaker_1: It's Creative Circle.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 4765.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: David Peters.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 47 Bowling Lane, Deer Park. ZIP code is 11729. And date of birth is September 18th, 1985.

Speaker speaker_0: Thank you. Is your phone number still the 929-556-5688?

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your first and last name at gmail.com. Is your phone number, is that up-to-date?

Speaker speaker_1: Uh, there's an A in between, so davidapeters@gmail.com.

Speaker speaker_0: Okay. All right, thank you. And then did you know already what you wanted to enroll into, or did you want me to send you the benefit guide to your email file? What that benefit guide has, it has all the plans that they offer, as well as the prices to those plans.

Speaker speaker_1: So, I basically have them already, I have them open in front of me, and I just wanted to run it by you again, so to tell you what my needs are and which one you think is best for me. So, basically, I need a plan that's gonna cover, um, prescription. I have one prescription that's gonna be completely covered, and I have another prescription that, if I get a prescription from a doctor, I can buy the generic one just on my own. So, I just need the plan that covers that mostly.

Speaker speaker_0: So, um, the plans that they offer, the medical plans, all of them have their prescription benefits. Um, to know if that medicine is covered or not, you would have to reach out to the, um, carrier of that pharmacy, which I can provide the phone number to you, and then you could find out if that's something that would be covered or not.

Speaker speaker_1: Yeah.

Speaker speaker_0: 'Cause, um, for the three Insure plans, it's through the same, um, prescription benefit, which is Pharmaville, and then for your Stay Healthy plan, it would be through ElecPharm. So, they all have their prescription benefits.

Speaker speaker_1: I would need the one that is in... So, when I have the brochure in front of me, it says freeRx, freeRx.com, and I see-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... um, that one of the covered ones is the one that I need, and it's in that list. But I can't tell. Oh, membership is included if the MEC TeleRx is selected.

Speaker speaker_0: Okay. Um, I would still call just to be on the safe side.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay? Um, but give me one second. Let me-

Speaker speaker_1: Absolutely. I think this is, yeah, it's the, it's the Benefits, um, in a Card PDF that I got from Creative-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Circle, and it's on page... Just to help you out, it's on page, um, 11. That's what I'm looking at at the moment.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_1: Absolutely.

Speaker speaker_0: Okay, sir. So, I just got confirmation. Since we are just the healthcare administrators, just to be on the safe side, um, just so that you're sure that it's covered or not-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... recommend that you call that pharmacy, 'cause it-

Speaker speaker_2: Okay.

Speaker speaker_0: ... they would need that confirmation, and I do have their phone number and then the name of it. And, um, once we're done with like, with your benefits, or if you don't want to enroll yet-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... um, I could, um, transfer you and you could speak to them as well.

Speaker speaker_2: Okay. What's the phone number that I would need to call?

Speaker speaker_0: It's gonna be 855...

Speaker speaker_2: Um, and this is for who? And what are you calling it for?

Speaker speaker_0: Your Carexa. So, it's gonna be C-

Speaker speaker_2: C.

Speaker speaker_0: ... as in, um-

Speaker speaker_2: Yep.

Speaker speaker_0: ... Carlos, U as in unicorn, R as in red.

Speaker speaker_2: Mm-hmm. Yep.

Speaker speaker_0: E as in eat.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: S as in X-ray, and A as in apple. So, C-U-R-E-X-A.

Speaker speaker_2: Okay.

Speaker speaker_0: And then, the phone number is 855-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... 927-

Speaker speaker_2: 927-

Speaker speaker_0: ... 0390.

Speaker speaker_2: ... 0390. Okay.

Speaker speaker_0: Mm-hmm. And then that would be for, um, if you were to get the TeleRx one.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And if you were to get, let's say the ph-... If you don't get the MEC TeleRx and you just get the Free Rx, that's for that pharmacy. And then for your Ensure Plus plans, if you want to enroll into any of those-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... it would be through Pharmacoville.

Speaker speaker_2: Okay. Pharmacoville. Okay. That's-

Speaker speaker_0: And then, I, and then I can give you the-

Speaker speaker_2: 800-

Speaker speaker_0: Mm-hmm. 800-

Speaker speaker_3: 933-

Speaker speaker_4: 3734.

Speaker speaker_2: ... 3734. Okay. No problem. Okay, then I'll give them both... Um, I'll give them both a call and then once they answer me, then I'll get back to you guys then.

Speaker speaker_0: Okay. And then, did you also want me to provide a Lexar phone number? That would be the pharmacy that you would go through. Also, if you would have, um, selected the Stay Healthy MEC TeleRx, because the TeleRx one, your prescription generic benefits would be through a Lexar, but it also offers that membership with Free Rx. So, that's why I gave you the Carexa phone number. But if you want, I can also provide a Lexar's.

Speaker speaker_2: That would be 800-771-4648?

Speaker speaker_0: Uh, let me just verify. 4648, yes sir.

Speaker speaker_2: Okay, no problem. I'll give these two a call and then I'll call you right back.

Speaker speaker_0: Okay, that's fine. And then-

Speaker speaker_2: Okay.

Speaker speaker_0: ... that'll give you... That will take care of that, um, question that you have regarding that medication.

Speaker speaker_2: Okay. Sure. No problem.

Speaker speaker_0: All right.

Speaker speaker_2: Thanks so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: Thank you. You too. Bye.