

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I was calling to try to see if, um, I could find out what, what I have for insurance. Okay. Which staffing agency do you work for? Uh, BSGF. And then what are the last four of your social? 6491. And your first and last name, please? Denise Israel. Okay. Okay, for security purposes, could you verify your address and date of birth? It's 15 Walnut Street, Steutimath, 02072. 5780. 857-971-0138 is your phone number? Yes. I have propertymatch123@gmail.com. Is that up to date? Yes. Okay. All right, let's see. Okay. So, you have... You have the FreeRx membership, which gives you access to over 800 of the top 90% generic drugs prescribed in the US. You're paying- I'm so sorry, but I didn't... I didn't understand what you said. What was that? Um, you have the FreeRx membership which gives you access to cheaper generic medication. Um, you have the employee only plan for \$5.99. You have group accident for employees only for \$1.86. Then from- Do they have insurance, healthcare insurance? Let's see. Yeah, you have the VIP Standard, which covers a flat fee towards your hospital indemnity services. Okay. My hospital's asking for the name of my insurance so that I can get a prescription. So the carrier is American Public Life. Um, did you have your- American- Did you have your card by any chance? No. Do you want me to send it to you? Um, that's okay. Yes, but I do need something today so I can update it. Yeah. They said American Public Life. American Public Life. Yeah, so if you want, I can send it to your email, the card. Okay. It has the carrier... It has the policy number, the information on there, the c- um, the pharmacy's information as well. It has everything. Did you want me to just go ahead and send it to your email so that you can have it on hand? Yeah, please. Um, I was gonna let you know that for the VIP Standard, they normally don't mail that card out. So, if you do want a physical one, I would have to request it. Did you want me to request one also? No, I just need something to, um, put on my file so that I could try to get this prescription. Okay. Um, give me one second. I'm gonna go ahead and send it over to your email. Okay. Thank you. You're welcome. I'll be right back. And is that a good email, propertymatch123@gmail.com? Yes. Okay. I'll be right back. Okay. I went ahead and emailed that to you. Do you mind verifying that you received it? I'm sorry, what did you say? Um, I went ahead and emailed your card to you. Do you mind verifying that you received... It's gonna come from an email that says info@benefitsinacard.com. Okay, got it. Let me just see, 'cause I don't know how to read it. If I was trying to tell them my insurance for, um, a prescription- It's, it's gonna say... It's, it's gonna tell you, um, on your card it's gonna say American Public Life and then Pharmaville on the right-hand side, it says pharmacy. I'm looking at your card right now. Oh, okay. Does that mean I can only use this pharmacy? I, I don't understand. Um, I would call that number that's on the card. Okay. What's the number? The pharmacy help desk, 866-950-9946. Okay. But I need to put in my insurance with my

hospital, so let me do that first and I will see where that is. Okay. So I would just give them your card. It has your policy number on, on the card. Well, I'm going look for it. Yeah. So it has your policy number on the card. I'm looking at it right now. Okay. I see policy number but I don't see the name of the insurance. American Public Life, APL. Is it on here somewhere though? Yes, it's on the card. Could you maybe tell me where? I don't see it anywhere. It's on the left-hand side. It says, "American Public Life, expanding the benefit horizon." Okay, the logo, the logo. Got it. I'm sorry. Mm-hmm. Okay. And then it has your group number, which is the staffing agency that you work for, um, the type of coverage level that you have, which is for employee only, then that policy number, so what they're gonna ask for, that's 0253-6292, effective date. So, and then the pharmacy information is on the right-hand side. With the VIP Standard, you, you have prescription benefits through Pharmacoville. Depending on the generic medication that you get depends on how much you're, you're gonna pay. You can pay up to 10- I'm sorry, can you say that again? So I have to get the medication through the Pharmacoville? Yes. So I would call that 866-950-9949 number. Okay. But they already sent it to my pharmacy, CVS, so it's not possible? Uh, let me see. I believe so. You just have to show them, um, 'cause they have your BIN number, your group number. Okay. So I guess I'll call them first before I change it. But I really appreciate your help. Thank you. You're welcome. I hope you have a great day. Okay. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Eastern Time. All right. Okay. You as well. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I was calling to try to see if, um, I could find out what, what I have for insurance.

Speaker speaker_0: Okay. Which staffing agency do you work for?

Speaker speaker_1: Uh, BSGF.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 6491.

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

Speaker speaker_1: Denise Israel.

Speaker speaker_0: Okay. Okay, for security purposes, could you verify your address and date of birth?

Speaker speaker_1: It's 15 Walnut Street, Steutimath, 02072. 5780.

Speaker speaker_0: 857-971-0138 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: I have propertymatch123@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, let's see. Okay. So, you have... You have the FreeRx membership, which gives you access to over 800 of the top 90% generic drugs prescribed in the US. You're paying-

Speaker speaker_1: I'm so sorry, but I didn't... I didn't understand what you said. What was that?

Speaker speaker_0: Um, you have the FreeRx membership which gives you access to cheaper generic medication. Um, you have the employee only plan for \$5.99. You have group accident for employees only for \$1.86. Then from-

Speaker speaker_1: Do they have insurance, healthcare insurance?

Speaker speaker_0: Let's see. Yeah, you have the VIP Standard, which covers a flat fee towards your hospital indemnity services.

Speaker speaker_1: Okay. My hospital's asking for the name of my insurance so that I can get a prescription.

Speaker speaker_0: So the carrier is American Public Life. Um, did you have your-

Speaker speaker_1: American-

Speaker speaker_0: Did you have your card by any chance?

Speaker speaker_1: No.

Speaker speaker_0: Do you want me to send it to you?

Speaker speaker_1: Um, that's okay. Yes, but I do need something today so I can update it.

Speaker speaker_0: Yeah.

Speaker speaker_1: They said American Public Life.

Speaker speaker_0: American Public Life. Yeah, so if you want, I can send it to your email, the card.

Speaker speaker_1: Okay.

Speaker speaker_0: It has the carrier... It has the policy number, the information on there, the c- um, the pharmacy's information as well. It has everything. Did you want me to just go ahead and send it to your email so that you can have it on hand?

Speaker speaker_1: Yeah, please.

Speaker speaker_0: Um, I was gonna let you know that for the VIP Standard, they normally don't mail that card out. So, if you do want a physical one, I would have to request it. Did you want me to request one also?

Speaker speaker_1: No, I just need something to, um, put on my file so that I could try to get this prescription.

Speaker speaker_0: Okay. Um, give me one second. I'm gonna go ahead and send it over to your email.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. I'll be right back. And is that a good email, propertymatch123@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll be right back. Okay. I went ahead and emailed that to you. Do you mind verifying that you received it?

Speaker speaker_1: I'm sorry, what did you say?

Speaker speaker_0: Um, I went ahead and emailed your card to you. Do you mind verifying that you received... It's gonna come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Okay, got it. Let me just see, 'cause I don't know how to read it. If I was trying to tell them my insurance for, um, a prescription-

Speaker speaker_0: It's, it's gonna say... It's, it's gonna tell you, um, on your card it's gonna say American Public Life and then Pharmaville on the right-hand side, it says pharmacy. I'm looking at your card right now.

Speaker speaker_1: Oh, okay. Does that mean I can only use this pharmacy? I, I don't understand.

Speaker speaker_0: Um, I would call that number that's on the card.

Speaker speaker_1: Okay. What's the number?

Speaker speaker_0: The pharmacy help desk, 866-950-9946.

Speaker speaker_1: Okay. But I need to put in my insurance with my hospital, so let me do that first and I will see where that is.

Speaker speaker_0: Okay. So I would just give them your card. It has your policy number on, on the card.

Speaker speaker_1: Well, I'm going look for it.

Speaker speaker_0: Yeah. So it has your policy number on the card. I'm looking at it right now.

Speaker speaker_1: Okay. I see policy number but I don't see the name of the insurance.

Speaker speaker_0: American Public Life, APL.

Speaker speaker_1: Is it on here somewhere though?

Speaker speaker_0: Yes, it's on the card.

Speaker speaker_1: Could you maybe tell me where? I don't see it anywhere.

Speaker speaker_0: It's on the left-hand side. It says, "American Public Life, expanding the benefit horizon."

Speaker speaker_1: Okay, the logo, the logo. Got it. I'm sorry.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: And then it has your group number, which is the staffing agency that you work for, um, the type of coverage level that you have, which is for employee only, then that policy number, so what they're gonna ask for, that's 0253-6292, effective date. So, and then the pharmacy information is on the right-hand side. With the VIP Standard, you, you have prescription benefits through Pharmacoville. Depending on the generic medication that you get depends on how much you're, you're gonna pay. You can pay up to 10-

Speaker speaker_1: I'm sorry, can you say that again? So I have to get the medication through the Pharmacoville?

Speaker speaker_0: Yes. So I would call that 866-950-9949 number.

Speaker speaker_1: Okay. But they already sent it to my pharmacy, CVS, so it's not possible?

Speaker speaker_0: Uh, let me see. I believe so. You just have to show them, um, 'cause they have your BIN number, your group number.

Speaker speaker_1: Okay. So I guess I'll call them first before I change it. But I really appreciate your help. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: Okay.

Speaker speaker_0: If you have any other questions, we're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_1: All right. Okay. You as well. Thank you.

Speaker speaker_0: Thank you.