

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi. Um, my name is Megan Spears, and, um, I was calling because, um, I have the VIP Standard Plan, and I, um, was trying to get some prescriptions filled, and when they, um, called the insurance company, they were told that my plan doesn't cover prescriptions. Um, and from what I saw, that wasn't... What I've, um... Like, in the rundown when I was looking through the different plan options, um- Mm-hmm. ... I saw that they did cover up to a certain amount, um- Yeah. ... for prescriptions. Hmm, that's weird that they got told that. Okay, let me, um, let me open your file. What is the last four of your Social, and who do you work with? Uh, 6392. Okay. For security purposes, could you verify your address and your date of birth? Uh, November 9th and 8228 North 19th Ave., Apartment 525, Phoenix, Arizona, uh, 85021. Okay, thank you. Is your phone number 623-05-5044? Yes. And then meganspears93 at gmail.com, is that your phone number? Yeah. Okay, thank you. Yeah, so you have the VIP Standard. That one does have prescription benefits through Pharmacoville, which you can pay up to \$10, \$20, \$30 for generic, and for the non-generic, they should offer a discount. Um, that's... Yeah, I don't know why they told you that. Did they tell you that it has no prescription benefits? No, they had specifically said that my plan doesn't cover prescriptions. Yeah, that's really weird. And they thought it was odd as well. What number did you call? Um, I'm honestly... So it would, it was the pharmacist that called, so I'm not sure what number they called. Um... Okay. But I can take down a specific number to make sure they call that next time. Yeah, because that's strange, 'cause most pharmacies are included in the Pharmacoville network. However, in the event in the pharmacy will not accept your card, you may call Pharmacoville and a customer service representative will assist you. Um, so I, if you want, I can give you Pharmacoville's number. Okay. Okay? Um, let me know when you're ready, and I can also transfer you, if you want. Um, yeah. So would it be... Would that be the number that they would need to call? Is that, is all the prescriptions through them? Yeah, because your prescription benefits would be through Pharmacoville. Okay. I'll just take their number and then, um, next time I get my prescriptions filled, I'll make sure they call that number. So, yeah, 'cause, um, 'cause Pharmacoville offers a convenient way to save significant cost when you fill a prescription at your participating pharmacy. All medications are included, those medications that are d-available and at a defined price of \$10, \$20, or \$30, depending on the medication that you need. Um, and for the non-generics, they do offer a discount. So yeah, I would definitely call that number, 'cause, um, that don't sound right. Okay. 'Cause you definitely do have prescription benefits through Pharmacoville, and like I said, in the event that they don't accept your card, I would definitely call that number. And let me know when you're ready for that number, 'cause I can give it to you. Okay, I'm ready. That's gonna be 800-933-3734. Again,

800-933-3734. And then, let me check, and... When did you go? Did you go this week? Um, it would've been probably a couple weeks ago. Oh, okay, 'cause you've been having active coverage since... Since December 16. Yeah, it would have been after that. But, yeah. I'll, um... I, I have another prescription I gotta pick up, um, so I will, uh, make sure they call through that number and maybe touch base directly with Pharmacoville to make sure everything's good with them. Okay. And I was gonna tell you that for this week, you don't have active coverage. That's why I was asking you what week was it for, because for this week, your coverage isn't active. Uh, what do you mean by that? The week before, it was. Um, so we didn't receive a payment from your staffing agency for this week, so it's like- Oh. ... not active for the week of the 13 till Sunday the 19th, and then you do have active coverage for next week. But for this week, you don't- So, did they receive payment before? But just not this week? So we d- we did receive it for the weeks before, but not for this week. Oh, that's strange. Okay. Um, well, I appreciate you telling me that so I can look into that as well. Mm-hmm. But it looks like your coverage is already active for next week, but the only one that's in the red is from Monday up until Sunday, which is the 19th. So for this week, it looks like your coverage is active. So that's why I was wondering if it was for this week, 'cause I was wondering if it... Maybe they saw that- Okay. ... it wasn't active for some reason. Um, but you definitely do get prescription benefits for your hospital and then any prescriptions through Pharmacoville. With the generic ones, just depending on the generic medication that it is, you can pay up to, like, \$10, \$20, \$30, and for the non-generics, they'll offer you a discount. And if for some reason they still say something, I would definitely call that number that I just gave to you, 'cause that's, um, that's the number for Pharmacoville. Okay, perfect. I appreciate all the information. Yes, ma'am. And if you have any questions, you're welcome to call us back, and we're open from 8:00 AM up until 8:00 PM Eastern Time. All right, thank you. I appreciate your help. You're welcome. Have a nice day. Thank you. You too. Mm, bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. Um, my name is Megan Spears, and, um, I was calling because, um, I have the VIP Standard Plan, and I, um, was trying to get some prescriptions filled, and when they, um, called the insurance company, they were told that my plan doesn't cover prescriptions. Um, and from what I saw, that wasn't... What I've, um... Like, in the rundown when I was looking through the different plan options, um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... I saw that they did cover up to a certain amount, um-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... for prescriptions.

Speaker speaker\_1: Hmm, that's weird that they got told that. Okay, let me, um, let me open your file. What is the last four of your Social, and who do you work with?

Speaker speaker\_2: Uh, 6392.

Speaker speaker\_1: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker\_2: Uh, November 9th and 8228 North 19th Ave., Apartment 525, Phoenix, Arizona, uh, 85021.

Speaker speaker\_1: Okay, thank you. Is your phone number 623-05-5044?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then meganspears93 at gmail.com, is that your phone number?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, thank you. Yeah, so you have the VIP Standard. That one does have prescription benefits through Pharmacoville, which you can pay up to \$10, \$20, \$30 for generic, and for the non-generic, they should offer a discount. Um, that's... Yeah, I don't know why they told you that. Did they tell you that it has no prescription benefits?

Speaker speaker\_2: No, they had specifically said that my plan doesn't cover prescriptions.

Speaker speaker\_1: Yeah, that's really weird.

Speaker speaker\_2: And they thought it was odd as well.

Speaker speaker\_1: What number did you call?

Speaker speaker\_2: Um, I'm honestly... So it would, it w- was the pharmacist that called, so I'm not sure what number they called. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: But I can take down a specific number to make sure they call that next time.

Speaker speaker\_1: Yeah, because that's strange, 'cause most pharmacies are included in the Pharmacoville network. However, in the event in the pharmacy will not accept your card, you may call Pharmacoville and a customer service representative will assist you. Um, so I, if you want, I can give you Pharmacoville's number.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? Um, let me know when you're ready, and I can also transfer you, if you want.

Speaker speaker\_2: Um, yeah. So would it be... Would that be the number that they would need to call? Is that, is all the prescriptions through them?

Speaker speaker\_1: Yeah, because your prescription benefits would be through Pharmacoville.

Speaker speaker\_2: Okay. I'll just take their number and then, um, next time I get my prescriptions filled, I'll make sure they call that number.

Speaker speaker\_1: So, yeah, 'cause, um, 'cause Pharmacoville offers a convenient way to save significant cost when you fill a prescription at your participating pharmacy. All medications are included, those medications that are d- available and at a defined price of \$10, \$20, or \$30, depending on the medication that you need. Um, and for the non-generics, they do offer a discount. So yeah, I would definitely call that number, 'cause, um, that don't sound right.

Speaker speaker\_2: Okay.

Speaker speaker\_1: 'Cause you definitely do have prescription benefits through Pharmacoville, and like I said, in the event that they don't accept your card, I would definitely call that number. And let me know when you're ready for that number, 'cause I can give it to you.

Speaker speaker\_2: Okay, I'm ready.

Speaker speaker\_1: That's gonna be 800-933-3734. Again, 800-933-3734. And then, let me check, and... When did you go? Did you go this week?

Speaker speaker\_2: Um, it would've been probably a couple weeks ago.

Speaker speaker\_1: Oh, okay, 'cause you've been having active coverage since... Since December 16.

Speaker speaker\_2: Yeah, it would have been after that. But, yeah. I'll, um... I, I have another prescription I gotta pick up, um, so I will, uh, make sure they call through that number and maybe touch base directly with Pharmacoville to make sure everything's good with them.

Speaker speaker\_1: Okay. And I was gonna tell you that for this week, you don't have active coverage. That's why I was asking you what week was it for, because for this week, your coverage isn't active.

Speaker speaker\_2: Uh, what do you mean by that?

Speaker speaker\_1: The week before, it was. Um, so we didn't receive a payment from your staffing agency for this week, so it's like-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... not active for the week of the 13 till Sunday the 19th, and then you do have active coverage for next week. But for this week, you don't-

Speaker speaker\_2: So, did they receive payment before? But just not this week?

Speaker speaker\_1: So we d- we did receive it for the weeks before, but not for this week.

Speaker speaker\_2: Oh, that's strange. Okay. Um, well, I appreciate you telling me that so I can look into that as well.

Speaker speaker\_1: Mm-hmm. But it looks like your coverage is already active for next week, but the only one that's in the red is from Monday up until Sunday, which is the 19th. So for this week, it looks like your coverage is active. So that's why I was wondering if it was for this week, 'cause I was wondering if it... Maybe they saw that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it wasn't active for some reason. Um, but you definitely do get prescription benefits for your hospital and then any prescriptions through Pharmacoville. With the generic ones, just depending on the generic medication that it is, you can pay up to, like, \$10, \$20, \$30, and for the non-generics, they'll offer you a discount. And if for some reason they still say something, I would definitely call that number that I just gave to you, 'cause that's, um, that's the number for Pharmacoville.

Speaker speaker\_2: Okay, perfect. I appreciate all the information.

Speaker speaker\_1: Yes, ma'am. And if you have any questions, you're welcome to call us back, and we're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker\_2: All right, thank you. I appreciate your help.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: Thank you. You too. Mm, bye.