

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I just, um, I just got the Benefits through a Card through a temp service. I'm trying to see how it works, if it, uh, covers prescriptions. Okay. Yeah. I can give you some information. What's the staffing agency? Uh, TRC. Okay. And then, what is the last four of your social? 7446. One second. And then, your first and last name please. Felicia Williams. Thank you. For security purposes, could you please verify your address as well as your date of birth? September 30th, 1970. 3840 Giles Road, Apartment 1206, Kennesaw, Georgia 30144. Okay, thank you. Is your phone number still 770-896-6178? Yes. And then, I have w... Your la- I'm sorry, your first name at gmail.com. Is that up to date? Yeah. That's correct. Okay. So, you currently do have active coverage. It looks like you have the VIP Standard and FreeRx, which you get prescription benefits through them. So, with your VIP Standard, that's the plan that would cover your doctor visits, hospital visits, urgent care, emergency room, and even some surgeries. Um, through them you have coverage, benefit coverage for your prescriptions through PharmaBill, which you can pay up to \$10, \$20, \$30 for your generic prescriptions. And for the non-generic, they do offer some type of discount. And you also have the FreeRx memberships, which gives you access to over 800 of the top 90% generic drugs prescribed in the US. Um, have you registered for that by any chance already? Um, I don't think I have. No, no. Okay. If you want, I can go ahead and send you the registration steps to your email. Okay. So, that means I would get my prescriptions through them? So, it gives you access to cheaper medication, and then you also do have prescription benefits through PharmaBill, which if you wish I can send you your card through email, and it has on that card your pharmacy information. Okay. Okay, that sounds good. Thank you. Okay. You're welcome. Um, do you mind getting put in a brief hold while I send you that information? Oh, no, I'm fine. That's fine. Thank you. Okay. Thank you for your hold. Um, I was gonna also ask you, do you want me to just go ahead and send you your three cards, your dental, vision, and your VIP Standard? Or do you just want me to send the VIP Standard one that has the information? You can s- you can send all of them. That will be great. Oh, okay. Give me one second. I'll be right back. All right. What's the situation? I thought she was gonna... She's gonna be late. Okay. Thank you for your hold. Uh-huh. I went ahead and sent you your FreeRx um, registration stuff, as well as your cards. Do you mind verifying that you have received it? 'Cause you should be getting two different emails from info@benefitsandicard.com. And if you don't see it right away, I would check your junk and spam file. Okay. I do see the ID card. Yep, I see both of 'em. Okay. So, one of them is your enrollment steps for your FreeRx, which gives you access to like, cheaper generic medications. Uh-huh. And then the other one with your... It's gonna say, um, Hospital

Indemnity Card. That one, you're gonna see your pharmacy information there as well- Okay. ... once you open that PDF. Mm-hmm. Sounds good. Thank you so much. You're welcome. Did you have any more questions? Nope. That's all I need for now. All right. Well, I hope you have a great day. Thank you for your time. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, I just, um, I just got the Benefits through a Card through a temp service. I'm trying to see how it works, if it, uh, covers prescriptions.

Speaker speaker_1: Okay. Yeah. I can give you some information. What's the staffing agency?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: Okay. And then, what is the last four of your social?

Speaker speaker_2: 7446.

Speaker speaker_1: One second. And then, your first and last name please.

Speaker speaker_2: Felicia Williams.

Speaker speaker_1: Thank you. For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_2: September 30th, 1970. 3840 Giles Road, Apartment 1206, Kennesaw, Georgia 30144.

Speaker speaker_1: Okay, thank you. Is your phone number still 770-896-6178?

Speaker speaker_2: Yes.

Speaker speaker_1: And then, I have w... Your la- I'm sorry, your first name at gmail.com. Is that up to date?

Speaker speaker_2: Yeah. That's correct.

Speaker speaker_1: Okay. So, you currently do have active coverage. It looks like you have the VIP Standard and FreeRx, which you get prescription benefits through them. So, with your VIP Standard, that's the plan that would cover your doctor visits, hospital visits, urgent care, emergency room, and even some surgeries. Um, through them you have coverage, benefit coverage for your prescriptions through PharmaBill, which you can pay up to \$10, \$20, \$30 for your generic prescriptions. And for the non-generic, they do offer some type of discount. And you also have the FreeRx memberships, which gives you access to over 800 of the top 90%

generic drugs prescribed in the US. Um, have you registered for that by any chance already?

Speaker speaker_2: Um, I don't think I have. No, no.

Speaker speaker_1: Okay. If you want, I can go ahead and send you the registration steps to your email.

Speaker speaker_2: Okay. So, that means I would get my prescriptions through them?

Speaker speaker_1: So, it gives you access to cheaper medication, and then you also do have prescription benefits through PharmaBill, which if you wish I can send you your card through email, and it has on that card your pharmacy information.

Speaker speaker_2: Okay. Okay, that sounds good. Thank you.

Speaker speaker_1: Okay. You're welcome. Um, do you mind getting put in a brief hold while I send you that information?

Speaker speaker_2: Oh, no, I'm fine. That's fine. Thank you.

Speaker speaker_1: Okay. Thank you for your hold. Um, I was gonna also ask you, do you want me to just go ahead and send you your three cards, your dental, vision, and your VIP Standard? Or do you just want me to send the VIP Standard one that has the information?

Speaker speaker_2: You can s- you can send all of them. That will be great.

Speaker speaker_1: Oh, okay. Give me one second. I'll be right back.

Speaker speaker_2: All right.

Speaker speaker_3: What's the situation? I thought she was gonna... She's gonna be late.

Speaker speaker_1: Okay. Thank you for your hold.

Speaker speaker_4: Uh-huh.

Speaker speaker_1: I went ahead and sent you your FreeRx um, registration stuff, as well as your cards. Do you mind verifying that you have received it? 'Cause you should be getting two different emails from info@benefitsandcard.com. And if you don't see it right away, I would check your junk and spam file.

Speaker speaker_4: Okay. I do see the ID card. Yep, I see both of 'em.

Speaker speaker_1: Okay. So, one of them is your enrollment steps for your FreeRx, which gives you access to like, cheaper generic medications.

Speaker speaker_4: Uh-huh.

Speaker speaker_1: And then the other one with your... It's gonna say, um, Hospital Indemnity Card. That one, you're gonna see your pharmacy information there as well-

Speaker speaker_4: Okay.

Speaker speaker_1: ... once you open that PDF. Mm-hmm.

Speaker speaker_4: Sounds good. Thank you so much.

Speaker speaker_1: You're welcome. Did you have any more questions?

Speaker speaker_4: Nope. That's all I need for now.

Speaker speaker_1: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_4: Thank you. Bye-bye.