

## **Transcript: Francesca**

**Baez-6729391461023744-6150492414984192**

### **Full Transcript**

... benefits in your current name is Francesca. How can I assist you today? Hi. Uh, I was wondering about my insurance because I just signed up with a- a, um, a, a company agency. Okay, and what information were you looking for with us today? Um, I need information about certain prescriptions. Let's take a look and see who the carrier is so we can get you to the right place. Which staffing company do you work with? Workforce Strategies, Inc. And what are the last four of the social? 9803. And the last name, please. DeMonica. Please verify the mailing address and date of birth. The birth is November 1st, 1999, 4332 Ridgeway Circle, Apartment I. We have that contact down as 517-740-0364. Yep. And we have your email down as andrewtamika17@gmail.com? Yes, that's it. Let's see. So you actually have two prescriptions carriers in total, and one of them is preventative for generic prescriptions are preventative only, and the other one is with your hospital indemnity plan. I can give you both phone numbers if you like so that you can try them both and see if with which one your prescription will be covered. Okay. Okay, so the one for your generic preventative is Elixir Med Impact. Their phone number is 800- Hold on. Let me, let me find something to write this down. Okay. The... What's the name? Elixir. Okay. Med Impact. And that phone number? 800- Uh-huh. ... 771- Uh-huh. ... 4648. Okay. All right, and the one with your hospital indemnity is Pharma Bell Prescription. And their phone number is 800-933- Okay. ... 3734. All right, thank you. No problem. Now with the second one that I gave you, Pharma Bell Prescription, that's the one that's attached to your hospital indemnity plan. They work with a tier system of either \$10, \$20 or \$30. Depending on which of those tiers your prescription falls, that will be what you pay out of pocket. Do you want me to get you transferred over to them? That way, you only have to make one manual call. Wait, sorry. What, can you repeat that? Yes, sir. I was asking if you would like me to get you transferred over to Pharma Bell. That way, you only have to make one manual call. Uh, yeah. That would be nice. All right, bear with me one moment.

### **Conversation Format**

Speaker speaker\_0: ... benefits in your current name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. Uh, I was wondering about my insurance because I just signed up with a- a, um, a, a company agency.

Speaker speaker\_0: Okay, and what information were you looking for with us today?

Speaker speaker\_1: Um, I need information about certain prescriptions.

Speaker speaker\_0: Let's take a look and see who the carrier is so we can get you to the right place. Which staffing company do you work with?

Speaker speaker\_1: Workforce Strategies, Inc.

Speaker speaker\_0: And what are the last four of the social?

Speaker speaker\_1: 9803.

Speaker speaker\_0: And the last name, please.

Speaker speaker\_1: DeMonica.

Speaker speaker\_0: Please verify the mailing address and date of birth.

Speaker speaker\_1: The birth is November 1st, 1999, 4332 Ridgeway Circle, Apartment I.

Speaker speaker\_0: We have that contact down as 517-740-0364.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And we have your email down as andrewtamika17@gmail.com?

Speaker speaker\_1: Yes, that's it.

Speaker speaker\_0: Let's see. So you actually have two prescriptions carriers in total, and one of them is preventative for generic prescriptions are preventative only, and the other one is with your hospital indemnity plan. I can give you both phone numbers if you like so that you can try them both and see if with which one your prescription will be covered.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, so the one for your generic preventative is Elixir Med Impact. Their phone number is 800-

Speaker speaker\_1: Hold on. Let me, let me find something to write this down.

Speaker speaker\_0: Okay.

Speaker speaker\_1: The... What's the name?

Speaker speaker\_0: Elixir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Med Impact.

Speaker speaker\_1: And that phone number?

Speaker speaker\_0: 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 771-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 4648.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right, and the one with your hospital indemnity is Pharma Bell Prescription. And their phone number is 800-933-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 3734.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: No problem. Now with the second one that I gave you, Pharma Bell Prescription, that's the one that's attached to your hospital indemnity plan. They work with a tier system of either \$10, \$20 or \$30. Depending on which of those tiers your prescription falls, that will be what you pay out of pocket. Do you want me to get you transferred over to them? That way, you only have to make one manual call.

Speaker speaker\_1: Wait, sorry. What, can you repeat that?

Speaker speaker\_0: Yes, sir. I was asking if you would like me to get you transferred over to Pharma Bell. That way, you only have to make one manual call.

Speaker speaker\_1: Uh, yeah. That would be nice.

Speaker speaker\_0: All right, bear with me one moment.