

## **Transcript: Justin**

**Mills-4751247958917120-6295825774067712**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, how you doing? Doing pretty well, and yourself? I'm doing good. I was calling you guys to see, like, what all do I have covered with my card or with the policy I have. Yeah, let me check on that. What's that staffing agency you work for? Uh, TRC. And the last four of your social? 701... I mean, wrong, sorry. 2251. And what was your first and last name? Kemarian King. And for security purposes, could you verify your home address, including city, state and zip code, Kemarian? 63 Crystal Drive, Lot 215, Atlanta, Georgia 31907. And your date of birth? 07/31/2005. And a good telephone number I have is 334-922-0376. Yes, sir. And the email I have is kemarian.deshuneborn@yahoo? Yes. Okay, so looking at the file, it looks like you're currently enrolled into FreeRx, which gives out free or discounted prescription coverage, and the VIP Standard, which is your medical plan, which covers hospitals, doctors, and medications. Do we cover over-the-counter medication? Yes, sir, it should cover over-the-counter medicine, medications. 'Cause I just, I just recently picked up some medicine, but it didn't take anything off, so I was just trying to, um, make sure that everything's active. Totally understand. Um, so let's see. So, looking at the calendar, you are currently active in the coverage for this week. Um, did you go to a pharmacy or provider that was in-network? In what work? Like an in-network provider for a pharmacy to pick up your medicine. Oh, Walmart, is that i- in there? Uh, let me see. Bear with me one second. Yes, sir.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, how you doing?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_1: I'm doing good. I was calling you guys to see, like, what all do I have covered with my card or with the policy I have.

Speaker speaker\_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: Uh, TRC.

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

Speaker speaker\_1: 701... I mean, wrong, sorry. 2251.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Kemarian King.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Kemarian?

Speaker speaker\_1: 63 Crystal Drive, Lot 215, Atlanta, Georgia 31907.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07/31/2005.

Speaker speaker\_0: And a good telephone number I have is 334-922-0376.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is kemarian.deshuneborn@yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're currently enrolled into FreeRx, which gives out free or discounted prescription coverage, and the VIP Standard, which is your medical plan, which covers hospitals, doctors, and medications.

Speaker speaker\_1: Do we cover over-the-counter medication?

Speaker speaker\_0: Yes, sir, it should cover over-the-counter medicine, medications.

Speaker speaker\_1: 'Cause I just, I just recently picked up some medicine, but it didn't take anything off, so I was just trying to, um, make sure that everything's active.

Speaker speaker\_0: Totally understand. Um, so let's see. So, looking at the calendar, you are currently active in the coverage for this week. Um, did you go to a pharmacy or provider that was in-network?

Speaker speaker\_1: In what work?

Speaker speaker\_0: Like an in-network provider for a pharmacy to pick up your medicine.

Speaker speaker\_1: Oh, Walmart, is that i- in there?

Speaker speaker\_0: Uh, let me see. Bear with me one second.

Speaker speaker\_1: Yes, sir.