

Transcript: Justin

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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. This is Justin. How can I help you today? Hey, this is... Yeah, Justin. I'm trying to find out what kind of benefits I have. Okay. Because I'm trying to decide whether I want to keep it or not. Okay. What's the staffing agency you work for? Serge. I can give you... I have the card right here in my hand if you need the group number or employee ID number. No, sir. Just the employer and the last four of your Social. Uh, 7788. And your first and last name? Randy Barrett. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Barrett? Yeah. It's, uh, 1524 East Burt Drive, Lot 13, Columbia, Indiana, uh, 38401. And your date of birth? 7-3-1974. And a good telephone number have is 260-258-0934. Correct. And the email I have is randybarrettjr40 at Gmail? Correct. Okay. So looking at the file, looks like you're enrolled into the MEC TeleRx, which covers all of your preventative healthcare services, as well as a subscription to FreeRx. Um, however, preventative healthcare services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, FreeRx is like, um... Uh, FreeRx gives out free or discounted prescription coverage. Um, there is a website that has a list of prescriptions that is covered, depending on what you need. Uh-huh. Um, but I believe that- I'm looking at... On the... On the card, it says, uh, Pharmacy Elixir. Yes, so that is to get your preventative medications under that MEC medical plan. Okay. Now, um, I do take stomach medication, um, and I take happy pills. Would those be covered? Uh, now that may- Because there's no way to find out. Yeah, that... Now that may be a good question for Elixir. I can provide you with their telephone number and provide you with FreeRx's website so you can gain access to that, and it's pretty- It's 146-4680. Yes, sir. Okay. I, I have that number here on the car- or on the card. Okay. Um, but I can also go ahead and email you your, uh, FreeRx registration account so you can register your account, uh, to gain access to your policy for FreeRx. Um, but if you go to the FreeRx website, um, there should be a list on the main home- homepage for the main medicines or medications. Okay. And I would just look through that list and see if that medi- your medication is on that list. Okay. 'Cause I'll only have this for probably about another two months, and then I get hired in. Okay. So that's why I'm trying to figure out if it's actually worth it, because right now I, I have a... I use the GoodRx- Mm-hmm. ... um, card, and my medications, it- it's, it's somewhat affordable. Um, so if I have to still just pay for my medicine and everything, it's not really worth it for me to have this. I totally understand. And it's costing me like \$16 a week. Totally understand. Um, so yes, sir. So I would just check out that FreeRx website first to see if your medic- medications are on there. And if not, I mean- Mm-hmm. ... you can just give us a call back and we can go from there. Um, but I can email you that registration account, or email if need be. Yeah, if you could do that, please. Okay. Do you mind if I place you on a brief hold while I get that set up for you?

Sure, go ahead. Okay. Hello, Randy. You still there? Yep, I'm here. Awesome. Thank you so much for holding. So I went ahead and emailed you that FreeRx registration email. Uh, email that you should be looking out for- Okay. ... will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Now, there are directions in the email. Uh, just follow the directions, uh, and you will be able to gain access to that FreeRx account. Okay. Okay. Um, but other than that, is there anything else that I can op you out with today, Randy? Nope, that'll do me just fine. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? You too. Thank you very much. You're welcome. Bye-bye. Um, 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. This is Justin. How can I help you today?

Speaker speaker_2: Hey, this is... Yeah, Justin. I'm trying to find out what kind of benefits I have.

Speaker speaker_1: Okay.

Speaker speaker_2: Because I'm trying to decide whether I want to keep it or not.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Serge. I can give you... I have the card right here in my hand if you need the group number or employee ID number.

Speaker speaker_1: No, sir. Just the employer and the last four of your Social.

Speaker speaker_2: Uh, 7788.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Randy Barrett.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Barrett?

Speaker speaker_2: Yeah. It's, uh, 1524 East Burt Drive, Lot 13, Columbia, Indiana, uh, 38401.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 7-3-1974.

Speaker speaker_1: And a good telephone number have is 260-258-0934.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is randybarrettjr40 at Gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So looking at the file, looks like you're enrolled into the MEC TeleRx, which covers all of your preventative healthcare services, as well as a subscription to FreeRx. Um, however, preventative healthcare services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, FreeRx is like, um... Uh, FreeRx gives out free or discounted prescription coverage. Um, there is a website that has a list of prescriptions that is covered, depending on what you need.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, but I believe that-

Speaker speaker_2: I'm looking at... On the... On the card, it says, uh, Pharmacy Elixir.

Speaker speaker_1: Yes, so that is to get your preventative medications under that MEC medical plan.

Speaker speaker_2: Okay. Now, um, I do take stomach medication, um, and I take happy pills. Would those be covered?

Speaker speaker_1: Uh, now that may-

Speaker speaker_2: Because there's no way to find out.

Speaker speaker_1: Yeah, that... Now that may be a good question for Elixir. I can provide you with their telephone number and provide you with FreeRx's website so you can gain access to that, and it's pretty-

Speaker speaker_2: It's 146-4680.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. I, I have that number here on the car- or on the card.

Speaker speaker_1: Okay. Um, but I can also go ahead and email you your, uh, FreeRx registration account so you can register your account, uh, to gain access to your policy for FreeRx. Um, but if you go to the FreeRx website, um, there should be a list on the main home- homepage for the main medicines or medications.

Speaker speaker_2: Okay.

Speaker speaker_1: And I would just look through that list and see if that medi- your medication is on that list.

Speaker speaker_2: Okay. 'Cause I'll only have this for probably about another two months, and then I get hired in.

Speaker speaker_1: Okay.

Speaker speaker_2: So that's why I'm trying to figure out if it's actually worth it, because right now I, I have a... I use the GoodRx-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... um, card, and my medications, it- it's, it's somewhat affordable. Um, so if I have to still just pay for my medicine and everything, it's not really worth it for me to have this.

Speaker speaker_1: I totally understand.

Speaker speaker_2: And it's costing me like \$16 a week.

Speaker speaker_1: Totally understand. Um, so yes, sir. So I would just check out that FreeRx website first to see if your medic- medications are on there. And if not, I mean-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you can just give us a call back and we can go from there. Um, but I can email you that registration account, or email if need be.

Speaker speaker_2: Yeah, if you could do that, please.

Speaker speaker_1: Okay. Do you mind if I place you on a brief hold while I get that set up for you?

Speaker speaker_2: Sure, go ahead.

Speaker speaker_1: Okay. Hello, Randy. You still there?

Speaker speaker_2: Yep, I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you that FreeRx registration email. Uh, email that you should be looking out for-

Speaker speaker_2: Okay.

Speaker speaker_1: ... will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Now, there are directions in the email. Uh, just follow the directions, uh, and you will be able to gain access to that FreeRx account.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, but other than that, is there anything else that I can op you out with today, Randy?

Speaker speaker_2: Nope, that'll do me just fine.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you very much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Um, bye.