

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, it's Malcolm, um, uh, this is Wilson Riley. I had a question- Okay. ... about my benefits, um, so I just wanted to see if I could get some clarification, um. How can I help you ma'am? Just know- Um- ... I have limited, I'm here. Yeah. How can I help you? I have limited information because we're not the carrier. Okay, so well, I guess then maybe you need to see if you can direct me to the right place. I'm just trying to find out, so I had medication I was picked up and it should have been covered, um, but they were saying it wasn't. So I wanted to see, I had the RX number but I wanted to see exactly where I could get that information in terms of what exactly's covered because that should be on the, the basic coverage. So you wanted to find out what medication is covered under what you have? Yeah, well I have a medication and the pharmacist gave me the, um, the Rx number, uh, but she was saying it wasn't and I've had it covered previously, so I wanted to see what may have possibly changed, why it's no longer covered. All right, what staffing company do you work for? Uh, Grady Circle. What's the last four of your Social? 7597. First name? Brooklyn. Last name? Riley. All right, for security purposes can you verify your address and date of birth for me? Address is 4000 Signal Road, Number 1203, that's in Farmers Branch, Texas 75244. Date of birth 01/08/77. Okay, so you got your phone number 940-704-3738? Yes, that is correct. And the email is marianella@hotmail.com? Yes. Thank you. All right, so you had a FreeRx and you have the Insured Plus Premier. Um, have you claimed your FreeRx account yet? Uh, I'm not sure, probably not. So what, what does that entail? So FreeRx gives you access to over 800 acute and chronic medications. Okay. So you want to, so you want to go to freerx.com and you want to claim your account- Okay. ... they do give you a card online. Okay. And so once I'm done that, can I see on that side, um, which medications are covered? Yes, ma'am. As soon as you go to the website you should have, um, um, if you, depending if you do it from medical, I mean from mobile or from a PC, but you should have the option to search your medication- Okay. ... that you're looking for. Now, okay, so and once I'm done that I guess I'm trying to figure out, you said go and sign up for freerx.com, what informa- am I just using my information, uh, what information do I need to use to sign up then? So when, so once you go to the website you're going to hit member login and then you're going to hit- Mm-hmm. ... new user registration and you're just going to put in your first name, your last name, your email and your social security number. Okay. All right, awesome. And, um, once, or if it is covered, um, then I would just... Do I have to go back to the, or would it be in their system, um, at the pharmacy? How would that work? So you would just give them your card information from the website. Okay. And your ID card should pop up once you log in. Okay. All right, so freerx.com, log in your member account registration and get that information there. Yep, you claim your FreeRx account and you get, you should

receive your ID card once you've logged in. And if you haven't, just log out and then log back in, you should be able to see it. Okay. And as far as, because you have, you have two different versions, you have the FreeRx and you have the Insured Plus Premier which covers doctors, hospitals and prescriptions. I wouldn't know what's specifically covered with the Insured Plus Premier, you, that would be a question you have to call the carrier and ask them directly. Okay, say that again. I have what? So you have the MEC TeleR- the MEC TeleRx which includes the FreeRx which I just gave you, told you to go claim your account, so you'll, that would give you- Mm-hmm. ... access to those prescriptions, but you also have a prescriptions that's included in Insured Plus Premier and I'm not sure what directly is covered by the Premier because we're not the carrier. That's why I said you would want to call the carrier directly and ask them that question and they'll be able to give you that information. So which carrier do I use? So you should be able to use both of them. I'm not sure which one covers what or if it is whatever you need is the actual coverage. But I do know that- Okay, so- ... you do have different prescription coverages. Coverages? Oh, wow. So I guess, well which, uh, from the three, so you know you can't tell me because you're not the carrier. So, um, who's the carrier for the Premier and what information, like I'm just trying to see if I can get that information, um, to check to see if it is covered with them. So I, your carrier will be American Public Life. I can give you their phone number whenever you're ready. Is that the same one that's on the card? Is it 1-800-256-8606? Uh, um, sorry I can't check right now I'm actually driving. Um, but I will check. Um, APL, I think that's- Yes ma'am so we- ... I will double check with them. Yes, APL, that's American Public Life. So you want to call that 1-800-256-8606 number and hit option four to speak with a representative. Okay. Okay, all right, sounds good. All right, thank you so much. No problem, Ms. Riley. If you have any more questions feel free to give us a call back. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Thank you so much. All right, have a good one. You too, thank you. Okay, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, it's Malcolm, um, uh, this is Wilson Riley. I had a question-

Speaker speaker_1: Okay.

Speaker speaker_2: ... about my benefits, um, so I just wanted to see if I could get some clarification, um.

Speaker speaker_1: How can I help you ma'am? Just know-

Speaker speaker_2: Um-

Speaker speaker_1: ... I have limited, I'm here.

Speaker speaker_2: Yeah.

Speaker speaker_1: How can I help you? I have limited information because we're not the carrier.

Speaker speaker_2: Okay, so well, I guess then maybe you need to see if you can direct me to the right place. I'm just trying to find out, so I had medication I was picked up and it should have been covered, um, but they were saying it wasn't. So I wanted to see, I had the RX number but I wanted to see exactly where I could get that information in terms of what exactly's covered because that should be on the, the basic coverage.

Speaker speaker_1: So you wanted to find out what medication is covered under what you have?

Speaker speaker_2: Yeah, well I have a medication and the pharmacist gave me the, um, the Rx number, uh, but she was saying it wasn't and I've had it covered previously, so I wanted to see what may have possibly changed, why it's no longer covered.

Speaker speaker_1: All right, what staffing company do you work for?

Speaker speaker_2: Uh, Grady Circle.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7597.

Speaker speaker_1: First name?

Speaker speaker_2: Brooklyn.

Speaker speaker_1: Last name?

Speaker speaker_2: Riley.

Speaker speaker_1: All right, for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: Address is 4000 Signal Road, Number 1203, that's in Farmers Branch, Texas 75244. Date of birth 01/08/77.

Speaker speaker_1: Okay, so you got your phone number 940-704-3738?

Speaker speaker_2: Yes, that is correct.

Speaker speaker_1: And the email is marianella@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right, so you had a FreeRx and you have the Insured Plus Premier. Um, have you claimed your FreeRx account yet?

Speaker speaker_2: Uh, I'm not sure, probably not. So what, what does that entail?

Speaker speaker_1: So FreeRx gives you access to over 800 acute and chronic medications.

Speaker speaker_2: Okay.

Speaker speaker_1: So you want to, so you want to go to freerx.com and you want to claim your account-

Speaker speaker_2: Okay.

Speaker speaker_1: ... they do give you a card online.

Speaker speaker_2: Okay. And so once I'm done that, can I see on that side, um, which medications are covered?

Speaker speaker_1: Yes, ma'am. As soon as you go to the website you should have, um, um, if you, depending if you do it from medical, I mean from mobile or from a PC, but you should have the option to search your medication-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you're looking for.

Speaker speaker_2: Now, okay, so and once I'm done that I guess I'm trying to figure out, you said go and sign up for freerx.com, what informa- am I just using my information, uh, what information do I need to use to sign up then?

Speaker speaker_1: So when, so once you go to the website you're going to hit member login and then you're going to hit-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... new user registration and you're just going to put in your first name, your last name, your email and your social security number.

Speaker speaker_2: Okay. All right, awesome. And, um, once, or if it is covered, um, then I would just... Do I have to go back to the, or would it be in their system, um, at the pharmacy? How would that work?

Speaker speaker_1: So you would just give them your card information from the website.

Speaker speaker_2: Okay.

Speaker speaker_1: And your ID card should pop up once you log in.

Speaker speaker_2: Okay. All right, so freerx.com, log in your member account registration and get that information there.

Speaker speaker_1: Yep, you claim your FreeRx account and you get, you should receive your ID card once you've logged in. And if you haven't, just log out and then log back in, you should be able to see it.

Speaker speaker_2: Okay.

Speaker speaker_1: And as far as, because you have, you have two different versions, you have the FreeRx and you have the Insured Plus Premier which covers doctors, hospitals and

prescriptions. I wouldn't know what's specifically covered with the Insured Plus Premier, you, that would be a question you have to call the carrier and ask them directly.

Speaker speaker_2: Okay, say that again. I have what?

Speaker speaker_1: So you have the MEC TeleR- the MEC TeleRx which includes the FreeRx which I just gave you, told you to go claim your account, so you'll, that would give you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... access to those prescriptions, but you also have a prescriptions that's included in Insured Plus Premier and I'm not sure what directly is covered by the Premier because we're not the carrier. That's why I said you would want to call the carrier directly and ask them that question and they'll be able to give you that information.

Speaker speaker_2: So which carrier do I use?

Speaker speaker_1: So you should be able to use both of them. I'm not sure which one covers what or if it is whatever you need is the actual coverage. But I do know that-

Speaker speaker_2: Okay, so-

Speaker speaker_1: ... you do have different prescription coverages.

Speaker speaker_2: Coverages? Oh, wow. So I guess, well which, uh, from the three, so you know you can't tell me because you're not the carrier. So, um, who's the carrier for the Premier and what information, like I'm just trying to see if I can get that information, um, to check to see if it is covered with them.

Speaker speaker_1: So I, your carrier will be American Public Life. I can give you their phone number whenever you're ready.

Speaker speaker_2: Is that the same one that's on the card?

Speaker speaker_1: Is it 1-800-256-8606?

Speaker speaker_2: Uh, um, sorry I can't check right now I'm actually driving. Um, but I will check. Um, APL, I think that's-

Speaker speaker_1: Yes ma'am so we-

Speaker speaker_2: ... I will double check with them.

Speaker speaker_1: Yes, APL, that's American Public Life. So you want to call that 1-800-256-8606 number and hit option four to speak with a representative.

Speaker speaker_2: Okay. Okay, all right, sounds good. All right, thank you so much.

Speaker speaker_1: No problem, Ms. Riley. If you have any more questions feel free to give us a call back. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Thank you so much. All right, have a good one.

Speaker speaker_1: You too, thank you.

Speaker speaker_2: Okay, bye-bye.

Speaker speaker_1: Bye.