

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Ludolo. Who am I speaking with? Hi. Um, my name is Amber Harris. Can I guess you? Yes. Um, I was calling to see what all my benefits, um, does it cover with medical? Okay. What is the name of the staff agency you work for? Uh, BG. Okay. And what are the last four digits of your social? It is five, two, one, nine. Okay. And if you can verify your address and date of birth? Yes. Uh, February 8th, 2003. And then, um, my address is 1816 TMI Health Place, Apartment 3202, Charleston, North Carolina 28217. All righty. And... I have your phone number as 980-213-7448. Yes. And I have your email address as amberc.4422@gmail.com? Yes. All righty. So, you are enrolled in a preventative health plan only. So, you have preventative health services. You can go into a doctor for preventative health services, or you can see a, um, a provider through the, um, through telehealth services, which is like webcam, um, phone, computer, just video, uh, video chat, and then FreeRx built in. But medical, medical to go into a doctor, you don't have. You said medical, medical to go to the doctor, I don't have? Correct. If you... You have preventative health, so if you're going to like your annual physical, your immunizations, STD screenings, pap screens, things like that, you do have some coverage. Um- Uh-huh. But the only way you could see a doctor that, say you were sick or you're not feeling well- ... um, you would be able to see a doctor via webcam, but you just don't have coverage- Mm-hmm. ... to go into the doctor's office and see one. Okay. So, um, so I have a lab, so would I be covered, or no? Um, I would have to send you over to the insurance carrier to verify. Okay. And then for prescriptions with that, um, will I be covered through that as well, or no? You do, you do have FreeRx built into that preventative health plan. Okay. So, you can go to freerx.com, click on Member Login, New Registration and register, and then you'll be able to present that at the pharmacy. Okay. And it's the same, um, using this bill with my card that y'all mailed me, correct? I'm sorry, what was that? I said, and it's still with the same card, correct, that y'all mailed? Mm-hmm. Or I got emailed? Okay. Cool, cool, cool, cool, cool. And so, what's the- There you go. ... website again? I'm sorry. Your site, it's freerx.com. All right. Thank you. And you can go ahead and cancel me. All right. Thank you so much for calling. You have a great day. Thank you. You, too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Ludolo. Who am I speaking with?

Speaker speaker_1: Hi. Um, my name is Amber Harris.

Speaker speaker_0: Can I guess you?

Speaker speaker_1: Yes. Um, I was calling to see what all my benefits, um, does it cover with medical?

Speaker speaker_0: Okay. What is the name of the staff agency you work for?

Speaker speaker_1: Uh, BG.

Speaker speaker_0: Okay. And what are the last four digits of your social?

Speaker speaker_1: It is five, two, one, nine.

Speaker speaker_0: Okay. And if you can verify your address and date of birth?

Speaker speaker_1: Yes. Uh, February 8th, 2003. And then, um, my address is 1816 TMI Health Place, Apartment 3202, Charleston, North Carolina 28217.

Speaker speaker_0: All righty. And... I have your phone number as 980-213-7448.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as amberc.4422@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So, you are enrolled in a preventative health plan only. So, you have preventative health services. You can go into a doctor for preventative health services, or you can see a, um, a provider through the, um, through telehealth services, which is like webcam, um, phone, computer, just video, uh, video chat, and then FreeRx built in. But medical, medical to go into a doctor, you don't have.

Speaker speaker_1: You said medical, medical to go to the doctor, I don't have?

Speaker speaker_0: Correct. If you... You have preventative health, so if you're going to like your annual physical, your immunizations, STD screenings, pap screens, things like that, you do have some coverage. Um-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: But the only way you could see a doctor that, say you were sick or you're not feeling well- ... um, you would be able to see a doctor via webcam, but you just don't have coverage-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to go into the doctor's office and see one.

Speaker speaker_1: Okay. So, um, so I have a lab, so would I be covered, or no?

Speaker speaker_0: Um, I would have to send you over to the insurance carrier to verify.

Speaker speaker_1: Okay. And then for prescriptions with that, um, will I be covered through that as well, or no?

Speaker speaker_0: You do, you do have FreeRx built into that preventative health plan.

Speaker speaker_1: Okay.

Speaker speaker_0: So, you can go to freerx.com, click on Member Login, New Registration and register, and then you'll be able to present that at the pharmacy.

Speaker speaker_1: Okay. And it's the same, um, using this bill with my card that y'all mailed me, correct?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: I said, and it's still with the same card, correct, that y'all mailed?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Or I got emailed? Okay. Cool, cool, cool, cool, cool. And so, what's the-

Speaker speaker_0: There you go.

Speaker speaker_1: ... website again? I'm sorry.

Speaker speaker_0: Your site, it's freerx.com.

Speaker speaker_1: All right. Thank you. And you can go ahead and cancel me.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. You, too.