

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with... This is Amanda Carver. And how can I assist you? Um, I'm trying to figure out a way to... I get, um, a medication called Ozempic and my, my benefit plan that I have right now, it's not covering my insulin pen. It's like a thousand dollars. Um, and I'm, I'm just wondering if y'all have anything for that. Um, let's see. And you said your name is Ms. Carver? Yes. I believe we've... I spoke with you a bit ago. Did you speak with the people from FreeRx about those specific medications you were taking? Um, yes, I did and, um, I didn't really get anywhere with it. Okay. Because apart, apart from FreeRx, the only other prescription coverage is the one that's included in your medical plan. Okay. But I saw something on there about coverage... I saw something on there about coverage for, for a medical pen, 80% off, or it was FreeRx, it was FreeRx... Um, I think you told me that. Wasn't... didn't... FreeRx.com? Mm-hmm. But how do I get that? Like, do I sign up for it? You would enroll through us. I would have, I would have essentially add it to your, to your enrollment. That's why I had you speak with them first, to make sure that it was covered. In case it wasn't, you wouldn't be charged for something you're not going to use. Okay. Um- I can enroll you and you can try once it becomes active, but then again, there wouldn't be any kind of reimbursement if it doesn't, isn't covered or any kind of consolation or anything like that. You would have... You would enroll at your own risk. Well can you... How do I find out if I'm, if it covers it or not? That's why I transferred you earlier to the part where they would confirm that information. All right, so you get... So you get... What number did you give me to call? Well, I transferred you. It's 855-927- Oh, oh, that's why I never got anyone. That's why, that's why. Um, um... Shoot. All right, ma'am, what's the number? 855-927-927-0390. 0390. All right. So just call, call them and talk to them about it? Yes, ma'am. Okay. All right. Thank you. Thank you for calling. Have a great day. All right. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with...

Speaker speaker_1: This is Amanda Carver.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm trying to figure out a way to... I get, um, a medication called Ozempic and my, my benefit plan that I have right now, it's not covering my insulin pen. It's

like a thousand dollars. Um, and I'm, I'm just wondering if y'all have anything for that.

Speaker speaker_0: Um, let's see. And you said your name is Ms. Carver?

Speaker speaker_1: Yes.

Speaker speaker_0: I believe we've... I spoke with you a bit ago. Did you speak with the people from FreeRx about those specific medications you were taking?

Speaker speaker_1: Um, yes, I did and, um, I didn't really get anywhere with it.

Speaker speaker_0: Okay. Because apart, apart from FreeRx, the only other prescription coverage is the one that's included in your medical plan.

Speaker speaker_1: Okay. But I saw something on there about coverage... I saw something on there about coverage for, for a medical pen, 80% off, or it was FreeRx, it was FreeRx... Um, I think you told me that. Wasn't... didn't... FreeRx.com?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But how do I get that? Like, do I sign up for it?

Speaker speaker_0: You would enroll through us. I would have, I would have essentially add it to your, to your enrollment. That's why I had you speak with them first, to make sure that it was covered. In case it wasn't, you wouldn't be charged for something you're not going to use.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: I can enroll you and you can try once it becomes active, but then again, there wouldn't be any kind of reimbursement if it doesn't, isn't covered or any kind of consolation or anything like that. You would have... You would enroll at your own risk.

Speaker speaker_1: Well can you... How do I find out if I'm, if it covers it or not?

Speaker speaker_0: That's why I transferred you earlier to the part where they would confirm that information.

Speaker speaker_1: All right, so you get... So you get... What number did you give me to call?

Speaker speaker_0: Well, I transferred you. It's 855-927- Oh, oh, that's why I never got anyone. That's why, that's why. Um, um... Shoot. All right, ma'am, what's the number? 855-927-927-0390.

Speaker speaker_1: 0390. All right. So just call, call them and talk to them about it?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Thank you for calling. Have a great day.

Speaker speaker_1: All right. You too.