

Transcript: Sara

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Casey Anne Smith. Hello, ma'am. How may I help you? Yes. So, um, I would like to know what prescription coverage I have. Okay, sure. I can help you with that. And may I have, please, the name of the agency that you are working with and the last four of your Social? Oxford 3595. Okay. Thank you very much. And Ms. Casey Ann Mildred Smith, and just for security purposes, can you please provide your address and date of birth? 4829 Baltimore Avenue, Apartment 2, Philadelphia, PA 19143, 71087. And is your email caseyanns- no, caseyannsmi@gmail.com? Correct. And is your phone number 732-425-3159? Yes. Thank you very much, ma'am. Okay. You are enrolled in Insurplus Enhance. That one is a medical. You have MEC TelRx, which is preventive care. You have dental, short-term disability, term life, and, uh, vision coverage. What about prescription drugs? Yes, that one is on the- the MEC TelRx includes, or the preventive care plan includes FreeRx. You need to- Yeah. ... create a login with them. Right. So I need, um, I need, like, to be able to go to a pharmacy. Okay. Like, in real life. Okay. Give me just a minute. I'm gonna send you the information on how to create the login with FreeRx. Yeah, FreeRx is not insurance. So is there- No. I- We- On- It's n- Per- Go ahead, I'm sorry. Uh, so I got the upgraded health insurance because it showed an upgraded prescription, uh, drug coverage option, right? Like, the base model just had FreeRx and then the upgraded prescription drug coverage on like, the Benefits at a Glance that they gave us showed increased prescription coverage. So I'm looking for the prescription, like, drug coverage information in particular. Okay, FreeRx is not GoodRx. It's totally different. FreeRx is for prescription only. No, I know FreeRx. It's... Yeah. It's- But it's not. It's just a discount program still. Like, it doesn't show up at the pharmacy, so... You need to let them know. I mean, they're not gonna offer that. You need to let them know that you have your FreeRx- Oh. ... and give them the, the ID card. Oh. I gave them the- The only thing is the... Go ahead. Have you given them the information, and then what happened? I gave them the BIN number, I gave them the group ID, I gave them my member ID. Mm-hmm. And it's, like, not... When they try to run anything... So regular prescription insurance, right? When you run it, if something's not covered, it still goes through and it gives you the full cash payment as the copay, right? Mm-hmm. When they try to run my medication through it, it just kicks them out. Like, it says it's not active. So is there any additional prescription coverage in addition to the FreeRx, which is showing up as not insurance whenever a non-covered drug goes through? And it says this is not insurance on the card. Okay, the only thing will be through PharmaFill. That one goes- Okay. ... through the Insurplus Enhance. Let me see- Mm-hmm. ... if the ID cards are ready and, uh, because your coverage just became active yesterday. So let me see if they're ready. May I put you on hold for a minute, please? Sure. Thank you. Okay. You're welcome. Hello,

Mrs. Smith? Hi. Yes. Thank you for waiting, ma'am. Okay. The ID cards are still processing. I don't have any other information. The only thing I can do at this- Do you have a... Mm-hmm? Sorry, go ahead. Okay. The only thing I can do at this moment is contact them directly to see if they can, uh, speed up the, the, the ID cards, because your coverage became yesterday, uh, yesterday became active, and yesterday was when they start processing the policy numbers and the ID cards. So it's not showing in the system yet. So I'm going to contact them on and see if they can, uh, speed up the, the process for the ID card, and if they send it today or as soon as they send it to me, I will be send them to you, to your email and I will be contacting you. Okay. And do you have a phone number for them? Yes. For the Insurance Plus Enhances through APL, uh, it is 800-256-8606. Okay. Um, so you'll email me and contact them? 'Cause I'm leaving for Thanksgiving tomorrow afternoon, and I need to get my medication before then, and I can't get my medication filled without an... It going through insurance. Yes. So yes, as soon as I get that information back, I will be giving you a call. Okay. Thank you very much. You're more than welcome. Anything else that I can help you with? That's all. All righty, ma'am. Thank you for calling Benefits in the Card. Have a wonderful day. You-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Casey Anne Smith. Hello, ma'am. How may I help you? Yes. So, um, I would like to know what prescription coverage I have. Okay, sure. I can help you with that. And may I have, please, the name of the agency that you are working with and the last four of your Social? Oxford 3595. Okay. Thank you very much. And Ms. Casey Ann Mildred Smith, and just for security purposes, can you please provide your address and date of birth? 4829 Baltimore Avenue, Apartment 2, Philadelphia, PA 19143, 71087. And is your email caseyanns- no, caseyannsmi@gmail.com? Correct. And is your phone number 732-425-3159? Yes. Thank you very much, ma'am. Okay. You are enrolled in Insurplus Enhance. That one is a medical. You have MEC TelRx, which is preventive care. You have dental, short-term disability, term life, and, uh, vision coverage. What about prescription drugs? Yes, that one is on the- the MEC TelRx includes, or the preventive care plan includes FreeRx. You need to- Yeah. ... create a login with them. Right. So I need, um, I need, like, to be able to go to a pharmacy. Okay. Like, in real life. Okay. Give me just a minute. I'm gonna send you the information on how to create the login with FreeRx. Yeah, FreeRx is not insurance. So is there- No. I- We- On- It's n- Per- Go ahead, I'm sorry. Uh, so I got the upgraded health insurance because it showed an upgraded prescription, uh, drug coverage option, right? Like, the base model just had FreeRx and then the upgraded prescription drug coverage on like, the Benefits at a Glance that they gave us showed increased prescription coverage. So I'm looking for the prescription, like, drug coverage information in particular. Okay, FreeRx is not GoodRx. It's totally different. FreeRx is for prescription only. No, I know FreeRx. It's... Yeah. It's- But it's not. It's just a discount program still. Like, it doesn't show up at the pharmacy, so... You need to let them know. I mean, they're not gonna offer that. You need to let them know that you have your FreeRx- Oh. ... and give them the, the ID card. Oh. I gave them the- The only thing

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