

Transcript: VICTORIA

Taylor-5091233584693248-4841989334417408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victorian. How can I help you? Hi, um, I just got off the phone with, uh, one of your representatives. Um, I'm trying to log in to my, uh, account but, um, it's not allowing me. I don't know, uh, how to figure it out. I- I'm assuming it's probably due to the fact that I'm in between positions. Uh, so I start my next, uh, job assignment on m- uh, next Monday, uh, so I can't log in. But I know that my, uh, account, my coverage is paid for because I just got off the phone and paid for it. I just need the, uh, card info, I guess the account member ID info, stuff like that, so I could pay for my medication. Um, is that something you could help me with? Um, I can try. What's the n- name of the agency you work for? BGSF. And the last four of your Social? 5206. And your first and last name? Brendan Leggett. Okay. Um, and let's see. Do you mind verifying your address and date of birth? Uh, 11800 Meadow Branch Drive, Apartment 424, uh, Florida, uh, 32825. Uh, and my date of birth is May 13th, 1997. Okay. Phone number 407-409-1894? Yes. And then email is last name dot first name@gmail.com? Yes. Okay. Now are you referring to the FreeRx benefit? Uh, yes, I believe so. You're not able to get into your FreeRx account? I- I can't get into any of the accounts because it's, uh, it just says disabled. So... Okay, what website are you on? I am on the benefitsonacard.com website. Okay, are you referring to virtualcare.benefitsonacard.com? Yes. Okay, so that's specifically just for your virtual care benefits. You just... Are, are you trying to pick up, like, a prescription? Yes. Yes, I am. Okay. So, you have the FreeRx benefit, so in order to get access to your ID card for the FreeRx, you would have to go onto freerx.com and log into your account. Have you already set up the, uh, FreeRx account? Um, I'm not sure. Give me one sec to see if I have a login already in there. Um... This does not look familiar. Uh, would I have... I'm assuming I would have probably received an email to sign up for it? Yeah, you should have received an email with instructions. Um... It seems I have not. Hmm. And that's Free as in F-R-E-E and Rx, right? Yep, freerx.com. That's the, uh, prescription plan that you signed up for. Now you do also have coverage for prescriptions under the medical plan that you have. Mm-hmm. Um, which I mean I can definitely send your ID cards for your medical, dental, and vision to your email. The way that the prescription coverage works under the medical plan you have, um, if it is a covered medication, it would be covered at either \$10, \$20, or \$30, just depending on the medication itself. Okay. That's fine, I'll try to figure out, uh... Because I can't find an email anywhere. Uh, I'll try to figure out if I can sign in to the FreeRx somehow, but in the meantime, yeah, just send that, all that over and I'll, uh, talk to my pharmacy. Okay. Give me just a few moments, if you will, so I can look up your ID cards and I'll be right back. Sure thing, thank you. All righty. Thank you so much. So, I sent your medical, dental and vision ID cards to your email, and then um, also I sent a separate email with just some of... generic instructions on how to account for your Rx. Awesome.

Awesome, awesome. Thank you so much. I will, uh... Well, hopefully that works at the, uh, at the pharmacy. All righty. Um, and then once you get into your Free Rx account, you should be able to see your ID card on the dashboard and you just download it on your phone or print it out and use it like normal. All right, sounds good. All righty. Did you need help with anything else? Uh, nope. You've been a tremendous help. Yes, sir. You have a wonderful day. You as well. Thank you. Bye-bye. 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 on a Card, this is Victorian. How can I help you?

Speaker speaker_2: Hi, um, I just got off the phone with, uh, one of your representatives. Um, I'm trying to log in to my, uh, account but, um, it's not allowing me. I don't know, uh, how to figure it out. I- I'm assuming it's probably due to the fact that I'm in between positions. Uh, so I start my next, uh, job assignment on m- uh, next Monday, uh, so I can't log in. But I know that my, uh, account, my coverage is paid for because I just got off the phone and paid for it. I just need the, uh, card info, I guess the account member ID info, stuff like that, so I could pay for my medication. Um, is that something you could help me with?

Speaker speaker_1: Um, I can try. What's the n- name of the agency you work for?

Speaker speaker_2: BGSF.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5206.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brendan Leggett.

Speaker speaker_1: Okay. Um, and let's see. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 11800 Meadow Branch Drive, Apartment 424, uh, Florida, uh, 32825. Uh, and my date of birth is May 13th, 1997.

Speaker speaker_1: Okay. Phone number 407-409-1894?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is last name dot first name@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Now are you referring to the FreeRx benefit?

Speaker speaker_2: Uh, yes, I believe so.

Speaker speaker_1: You're not able to get into your FreeRx account?

Speaker speaker_2: I- I can't get into any of the accounts because it's, uh, it just says disabled. So...

Speaker speaker_1: Okay, what website are you on?

Speaker speaker_2: I am on the benefitsonacard.com website.

Speaker speaker_1: Okay, are you referring to virtualcare.benefitsonacard.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so that's specifically just for your virtual care benefits. You just... Are, are you trying to pick up, like, a prescription?

Speaker speaker_2: Yes. Yes, I am.

Speaker speaker_1: Okay. So, you have the FreeRx benefit, so in order to get access to your ID card for the FreeRx, you would have to go onto freerx.com and log into your account. Have you already set up the, uh, FreeRx account?

Speaker speaker_2: Um, I'm not sure. Give me one sec to see if I have a login already in there. Um... This does not look familiar. Uh, would I have... I'm assuming I would have probably received an email to sign up for it?

Speaker speaker_1: Yeah, you should have received an email with instructions.

Speaker speaker_2: Um... It seems I have not. Hmm. And that's Free as in F-R-E-E and Rx, right?

Speaker speaker_1: Yep, freerx.com. That's the, uh, prescription plan that you signed up for. Now you do also have coverage for prescriptions under the medical plan that you have.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, which I mean I can definitely send your ID cards for your medical, dental, and vision to your email. The way that the prescription coverage works under the medical plan you have, um, if it is a covered medication, it would be covered at either \$10, \$20, or \$30, just depending on the medication itself.

Speaker speaker_2: Okay. That's fine, I'll try to figure out, uh... Because I can't find an email anywhere. Uh, I'll try to figure out if I can sign in to the FreeRx somehow, but in the meantime, yeah, just send that, all that over and I'll, uh, talk to my pharmacy.

Speaker speaker_1: Okay. Give me just a few moments, if you will, so I can look up your ID cards and I'll be right back.

Speaker speaker_2: Sure thing, thank you.

Speaker speaker_1: All righty. Thank you so much. So, I sent your medical, dental and vision ID cards to your email, and then um, also I sent a separate email with just some of... generic instructions on how to account for your Rx.

Speaker speaker_3: Awesome. Awesome, awesome. Thank you so much. I will, uh... Well, hopefully that works at the, uh, at the pharmacy.

Speaker speaker_1: All righty. Um, and then once you get into your Free Rx account, you should be able to see your ID card on the dashboard and you just download it on your phone or print it out and use it like normal.

Speaker speaker_3: All right, sounds good.

Speaker speaker_1: All righty. Did you need help with anything else?

Speaker speaker_3: Uh, nope. You've been a tremendous help.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_3: You as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Bye.