

Transcript: VICTORIA

Taylor-5476974494007296-5132178705399808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Cart. This is Victoria. How can I help you? Hi, Victoria. Chad Flurry. I was wondering, uh, if my health insurance covered anything for prescriptions. Okay. Uh, let me pull up your file. What's the name of the agency you work for? Uh, Oxford. And the last four of your Social? 2603. Okay. Do you mind verifying your address and date of birth? Uh, 6-13-75. And your, uh, address? 2091 North Lake Road, Benson, Vermont 05743. Phone number 802-770-4809? Yes. Email is lastname.firstname@yahoo.com? Yes. Okay. So on the medical plan that you have, um, there is coverage for prescriptions. If it is a covered medication, it would be covered at \$10, \$20, or \$30. Now with us just being your administrators, I don't have a list of the covered medications, um, so you will have to actually reach out to the carrier for that, which is Pharmavail, and I can give you their phone number. It's, uh, Pharmavail? Okay. Yeah. Uh, what's their number? Sure thing. Sure. It is, let's see, 800-933-3734. And, uh, what was their name again? Uh, Pharmavail, so P-H-A-R-M and then A-V-A-I-L. Pharma... Okay. All right. Okay. Thank you very much. You're welcome. Have a wonderful day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in the Cart. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Chad Flurry. I was wondering, uh, if my health insurance covered anything for prescriptions.

Speaker speaker_1: Okay. Uh, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_2: Uh, Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2603.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 6-13-75.

Speaker speaker_1: And your, uh, address?

Speaker speaker_2: 2091 North Lake Road, Benson, Vermont 05743.

Speaker speaker_1: Phone number 802-770-4809?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is lastname.firstname@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So on the medical plan that you have, um, there is coverage for prescriptions. If it is a covered medication, it would be covered at \$10, \$20, or \$30. Now with us just being your administrators, I don't have a list of the covered medications, um, so you will have to actually reach out to the carrier for that, which is Pharmavail, and I can give you their phone number.

Speaker speaker_2: It's, uh, Pharmavail? Okay. Yeah. Uh, what's their number?

Speaker speaker_1: Sure thing. Sure. It is, let's see, 800-933-3734.

Speaker speaker_2: And, uh, what was their name again?

Speaker speaker_1: Uh, Pharmavail, so P-H-A-R-M and then A-V-A-I-L.

Speaker speaker_2: Pharma... Okay. All right. Okay. Thank you very much.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: You too.