

Transcript: VICTORIA

Taylor-5555993971179520-5593277743415296

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name is Lee Russ. Um, I work for Flex through TRC, and I need to get a prescription insurance information. Okay. Um, let's see. What's the last four of your Social? 7797. And if you'll verify your address and date of birth. 218 Calcutta Drive, West Columbia, 29172. And February 15th, 1960. Okay. Uh, phone number 803-447-5627. Yes. And then, email- And do I have drug coverage? Yes, you have c- uh, coverage for prescriptions multiple ways and I'll go over that with you. Email, is it- Uh- ... retroflexlee@gmail.com? Yes, ma'am. Okay. So you have coverage three different ways for prescriptions. The first way would be through your FreeRx subscription. Now with FreeRx, you should have received a email with instructions on how to set up your account. Once you get a- that account set up, you log in and the ID card for that is listed on the dashboard. Now with FreeRx, um, only some medications are available for pharmacy pickup and others are available for home delivery only. So if you decide- Okay. ... to use the coverage with FreeRx, you're gonna wanna set up your account. Um, and then once you get that account set up, there is an option to, uh, search and locate the prescriptions. It'll tell you then whether it's available for pharmacy pickup or if it's available for home delivery only. Most of the medications through- Most- ... the FreeRx are gonna be free. If it's not free, then it would be discounted. Um, now you also have, uh, coverage for prescriptions under your medical plan. You have, uh, coverage with, uh, let's see... Give me one second. Okay, so for your medical plan, it looks like you have prescriptions through PharmaVeil, which if it is a covered medication with PharmaVeil, there would be a copay of either \$10, \$20, or \$30, just depending on the medication. So, and how do I set all this up again? Okay, so here's what I can do. I d- I'm assuming you don't have any of your ID cards. Is that correct? No, I haven't received any of my cards. Okay. Um, it looks like- Uh, I have them, ma'am. ... that's because your card just... I'm, I'm sorry. Go ahead. Uh, I received an email with my insurance for the doctor's office. What do you mean? Is it, is... Did you receive a copy of your ID card? I've got the... I received a copy of what y'all sent me for the medical. Okay, so you got the medical ID card. Yes. Okay, now with the medical plan that you have, you should have two separate ID cards. One- Yes, I do. ... you get by mail. Um, the other you get by email. I haven't received one by mail. It'd be nice if you would do so. Okay. And I'm looking at your file now. It looks like we've already sent your ID cards to your email. Yes, I have 'em. But is one of them for my prescriptions? Okay, give me one second. Let me try to pull up what was sent to you. Okay. Yes, it looks like both of your medical ID cards were sent to you and both have your prescription information on it. Okay. What is the ID number? Give me just one second. One second. Okay, so here's what I would do. I would hand your pharmacy both of those, uh, medical ID cards that were sent to your email because- Yeah. ... the pharmacy information is going to depend on which one they choose. One of these ID

cards is for your preventative medications and the other is for the non-preventative medications. So your pharmacy should be able to determine which of these to use. And it has the Rx BIN, the Rx PCN, and the Rx group number on both of those medical ID cards that were emailed. But what ID am I using though? 'Cause it's all, like on the back it says Rx, NRx, PCN, Rx group. Is it a medical ID? Does that count as the pharmacy ID also? I, I mean, you should just be able to use the policy number. Oh, is it? All right. Can you look up the address for me? Okay. Okay 'cause there is no policy number on the prescription side. It just says customer service number- Yeah, uh, if you're looking at- ... EIN. Okay. And it says- Are you looking at the ID card that has American Public Life on it? The medical side? Yes, does it say American Public Life on this ID card that you're looking at anywhere? Yes. Okay. The policy number, 02619367 is what I would use. Oh, okay. So do you want- One second. This card is not going through. This card is not going through. Okay, that one's saying no match ID. Okay, did you try the medical- Is it the medical ID? Okay. I, if it, the policy doesn't work, the policy number, try the medical ID. I'm sorry, I'm just the administer for his insurance, so I'm not too sure. No, you're fine. Sorry, we're just used to it actually saying pharmacy ID on it, but all good. Okay. Okay. Okay, that one went through. Thank you. You're welcome. Have a good day. Bye. Thank you, ma'am. Sir, do you need, did you need help with anything else- Oh. ... sir? Uh, uh, don't believe so, ma'am. Okay. Okay. All righty. We- Bye now. You, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Lee Russ. Um, I work for Flex through TRC, and I need to get a prescription insurance information.

Speaker speaker_0: Okay. Um, let's see. What's the last four of your Social?

Speaker speaker_1: 7797.

Speaker speaker_0: And if you'll verify your address and date of birth.

Speaker speaker_1: 218 Calcutta Drive, West Columbia, 29172. And February 15th, 1960.

Speaker speaker_0: Okay. Uh, phone number 803-447-5627.

Speaker speaker_1: Yes.

Speaker speaker_0: And then, email-

Speaker speaker_1: And do I have drug coverage?

Speaker speaker_0: Yes, you have c- uh, coverage for prescriptions multiple ways and I'll go over that with you. Email, is it-

Speaker speaker_1: Uh-

Speaker speaker_0: ... retroflexlee@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So you have coverage three different ways for prescriptions. The first way would be through your FreeRx subscription. Now with FreeRx, you should have received a email with instructions on how to set up your account. Once you get a- that account set up, you log in and the ID card for that is listed on the dashboard. Now with FreeRx, um, only some medications are available for pharmacy pickup and others are available for home delivery only. So if you decide-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to use the coverage with FreeRx, you're gonna wanna set up your account. Um, and then once you get that account set up, there is an option to, uh, search and locate the prescriptions. It'll tell you then whether it's available for pharmacy pickup or if it's available for home delivery only. Most of the medications through-

Speaker speaker_1: Most-

Speaker speaker_0: ... the FreeRx are gonna be free. If it's not free, then it would be discounted. Um, now you also have, uh, coverage for prescriptions under your medical plan. You have, uh, coverage with, uh, let's see... Give me one second. Okay, so for your medical plan, it looks like you have prescriptions through PharmaVeil, which if it is a covered medication with PharmaVeil, there would be a copay of either \$10, \$20, or \$30, just depending on the medication.

Speaker speaker_1: So, and how do I set all this up again?

Speaker speaker_0: Okay, so here's what I can do. I d- I'm assuming you don't have any of your ID cards. Is that correct?

Speaker speaker_1: No, I haven't received any of my cards.

Speaker speaker_0: Okay. Um, it looks like-

Speaker speaker_1: Uh, I have them, ma'am.

Speaker speaker_0: ... that's because your card just... I'm, I'm sorry. Go ahead.

Speaker speaker_1: Uh, I received an email with my insurance for the doctor's office.

Speaker speaker_0: What do you mean? Is it, is... Did you receive a copy of your ID card?

Speaker speaker_1: I've got the... I received a copy of what y'all sent me for the medical.

Speaker speaker_0: Okay, so you got the medical ID card.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, now with the medical plan that you have, you should have two separate ID cards. One-

Speaker speaker_1: Yes, I do.

Speaker speaker_0: ... you get by mail. Um, the other you get by email.

Speaker speaker_1: I haven't received one by mail. It'd be nice if you would do so.

Speaker speaker_0: Okay. And I'm looking at your file now. It looks like we've already sent your ID cards to your email.

Speaker speaker_1: Yes, I have 'em. But is one of them for my prescriptions?

Speaker speaker_0: Okay, give me one second. Let me try to pull up what was sent to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, it looks like both of your medical ID cards were sent to you and both have your prescription information on it.

Speaker speaker_1: Okay. What is the ID number?

Speaker speaker_0: Give me just one second. One second. Okay, so here's what I would do. I would hand your pharmacy both of those, uh, medical ID cards that were sent to your email because-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the pharmacy information is going to depend on which one they choose. One of these ID cards is for your preventative medications and the other is for the non-preventative medications. So your pharmacy should be able to determine which of these to use. And it has the Rx BIN, the Rx PCN, and the Rx group number on both of those medical ID cards that were emailed.

Speaker speaker_2: But what ID am I using though? 'Cause it's all, like on the back it says Rx, NRx, PCN, Rx group. Is it a medical ID? Does that count as the pharmacy ID also?

Speaker speaker_0: I, I mean, you should just be able to use the policy number.

Speaker speaker_2: Oh, is it? All right. Can you look up the address for me?

Speaker speaker_3: Okay.

Speaker speaker_2: Okay 'cause there is no policy number on the prescription side. It just says customer service number-

Speaker speaker_0: Yeah, uh, if you're looking at-

Speaker speaker_2: ... EIN.

Speaker speaker_0: Okay.

Speaker speaker_2: And it says-

Speaker speaker_0: Are you looking at the ID card that has American Public Life on it?

Speaker speaker_2: The medical side?

Speaker speaker_0: Yes, does it say American Public Life on this ID card that you're looking at anywhere?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. The policy number, 02619367 is what I would use.

Speaker speaker_2: Oh, okay. So do you want-

Speaker speaker_0: One second.

Speaker speaker_4: This card is not going through. This card is not going through.

Speaker speaker_2: Okay, that one's saying no match ID.

Speaker speaker_0: Okay, did you try the medical-

Speaker speaker_2: Is it the medical ID? Okay.

Speaker speaker_0: I, if it, the policy doesn't work, the policy number, try the medical ID. I'm sorry, I'm just the administer for his insurance, so I'm not too sure.

Speaker speaker_2: No, you're fine. Sorry, we're just used to it actually saying pharmacy ID on it, but all good.

Speaker speaker_4: Okay.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay, that one went through. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Have a good day. Bye.

Speaker speaker_3: Thank you, ma'am.

Speaker speaker_0: Sir, do you need, did you need help with anything else-

Speaker speaker_3: Oh.

Speaker speaker_0: ... sir?

Speaker speaker_3: Uh, uh, don't believe so, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_3: Okay.

Speaker speaker_0: All righty. We-

Speaker speaker_3: Bye now.

Speaker speaker_0: You, bye-bye.