

Transcript: VICTORIA

Taylor-6000901139415040-6514103333896192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Uh, my name is Teri Barksdale, and I'm calling because I wanted to see, uh, if I could add, um, prescriptions to my insurance. I believe that I added dental, um, recently, and I wanted to add that before, uh, the 24th of this month. Okay. Uh, what's the name of the agency you work for? HTC Healthcare. I'm sorry, did you say HTC? HTC Healthcare, yes. Okay. And the last four of your Social? 7008. Okay. Uh, do you mind verifying your first and last name again? Uh, Teri, T-E-R-I. Barksdale, B-A-R-K-S-D-A-L-E. Okay. And, uh, what is your mailing address and date of birth? 17711 Willby, Detroit, Michigan 48219. Date of birth is January 27th, 1978. And then phone number is 313-457-5772? Yes, it is. Okay. And it looks like I have two different, uh, email addresses. TBarksdale78 at Yahoo and then same thing at Gmail. That's fine. The Yahoo is fine. Okay. Um, so it actually looks like you... So with the, um, medical plan you're enrolled into, the MEC TelRx, that actually already comes with a subscription to FreeRx. Yes, but I was looking to get my medications mailed to me, and I'm looking for the form that explains everything. Um, soon as I can pull that up. Um, is there something where I can pay extra? I mean, as, as soon as I get the form, then I'm... Here it is. I'm able to communicate with you a little bit better. Um, I don't see anything that says prescriptions, so... Um, and the FreeRx, um, the medications are not free. Are they just discounted or how is that? Uh, to my knowledge, if it is a covered medication, it would be free. Okay. So I need to just call them? Yeah, so you should already have a subscription with them because you have the MEC TelRx which comes with that. So you should have received a email add- or like an email with instructions on how to register your account for FreeRx. Okay. Can you send that to me again? Um- Therefore, I can give them a call and register, uh, today. I'm sure I am, but I'm just double checking. Yeah, I might not be able to send the same exact email they send out, but I can send instructions on how to register to your email. That's fine. Do they have a number where I can call them? Yeah. Um, give me just one second. No problem. 'Cause I do have two medications that I get on the regular, but the thing about that if I'm changing doctors and different things, I'm not quite sure what I'll be on. So I'm just trying to ask questions so therefore I can, um, know what I'm doing when you guys ask me questions and the doctors ask me questions, because I'm trying to coordinate my healthcare, um, plan here for the following year, for 2025. Okay. Um, so I am sending that email to you and then the phone number for them would be, um... Are you ready for that number? Yes, I'm ready. It is gonna be 888-8-837-3379. Okay. And that's the number to, um, FreeXR? FreeRx. Yes, ma'am. FreeRx. My apologies. FreeRx. And they have Tele- Tele- what? No. So the, the name of your medical plan is the MEC TelRx. That's just the name of the medical plan that you have. That's the phone. The number I gave you is for FreeRx. Okay. So what's the TelRx again? Do I need

to be bothered with that or- So it's just the name of the medical plan that you're enrolled into, the MEC TelRx. Okay. It comes with a subscription to FreeRx and then it also- Okay. ... comes with, um, I believe it also comes with virtual urgent care. Let me double check. Yes. It comes with virtual urgent care. Okay. Thank you. You're welcome. So I help with anything else? No, I just needed those numbers. Um, there's so many numbers to call to get this information. I just really want to make sure that I, um, am getting the right coverage if I'm going to be paying for it out my paycheck. So I'm just trying to get to know the different, um, insurances, who I need to call if I need anything. So, um, thank you so much for the information that you've given me for today. Yes, ma'am. You have a wonderful day. You absolutely have one too. Thank you.

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 Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Uh, my name is Teri Barksdale, and I'm calling because I wanted to see, uh, if I could add, um, prescriptions to my insurance. I believe that I added dental, um, recently, and I wanted to add that before, uh, the 24th of this month.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: HTC Healthcare.

Speaker speaker_1: I'm sorry, did you say HTC?

Speaker speaker_2: HTC Healthcare, yes.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 7008.

Speaker speaker_1: Okay. Uh, do you mind verifying your first and last name again?

Speaker speaker_2: Uh, Teri, T-E-R-I. Barksdale, B-A-R-K-S-D-A-L-E.

Speaker speaker_1: Okay. And, uh, what is your mailing address and date of birth?

Speaker speaker_2: 17711 Willby, Detroit, Michigan 48219. Date of birth is January 27th, 1978.

Speaker speaker_1: And then phone number is 313-457-5772?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Okay. And it looks like I have two different, uh, email addresses. TBarksdale78 at Yahoo and then same thing at Gmail.

Speaker speaker_2: That's fine. The Yahoo is fine.

Speaker speaker_1: Okay. Um, so it actually looks like you... So with the, um, medical plan you're enrolled into, the MEC TelRx, that actually already comes with a subscription to FreeRx.

Speaker speaker_2: Yes, but I was looking to get my medications mailed to me, and I'm looking for the form that explains everything. Um, soon as I can pull that up. Um, is there something where I can pay extra? I mean, as, as soon as I get the form, then I'm... Here it is. I'm able to communicate with you a little bit better. Um, I don't see anything that says prescriptions, so... Um, and the FreeRx, um, the medications are not free. Are they just discounted or how is that?

Speaker speaker_1: Uh, to my knowledge, if it is a covered medication, it would be free.

Speaker speaker_2: Okay. So I need to just call them?

Speaker speaker_1: Yeah, so you should already have a subscription with them because you have the MEC TelRx which comes with that. So you should have received a email add- or like an email with instructions on how to register your account for FreeRx.

Speaker speaker_2: Okay. Can you send that to me again?

Speaker speaker_1: Um-

Speaker speaker_2: Therefore, I can give them a call and register, uh, today. I'm sure I am, but I'm just double checking.

Speaker speaker_1: Yeah, I might not be able to send the same exact email they send out, but I can send instructions on how to register to your email.

Speaker speaker_2: That's fine. Do they have a number where I can call them?

Speaker speaker_1: Yeah. Um, give me just one second.

Speaker speaker_2: No problem. 'Cause I do have two medications that I get on the regular, but the thing about that if I'm changing doctors and different things, I'm not quite sure what I'll be on. So I'm just trying to ask questions so therefore I can, um, know what I'm doing when you guys ask me questions and the doctors ask me questions, because I'm trying to coordinate my healthcare, um, plan here for the following year, for 2025.

Speaker speaker_1: Okay. Um, so I am sending that email to you and then the phone number for them would be, um... Are you ready for that number?

Speaker speaker_2: Yes, I'm ready.

Speaker speaker_1: It is gonna be 888-8-837-3379.

Speaker speaker_2: Okay. And that's the number to, um, FreeXR?

Speaker speaker_1: FreeRx. Yes, ma'am.

Speaker speaker_2: FreeRx. My apologies. FreeRx. And they have Tele- Tele- what?

Speaker speaker_1: No. So the, the name of your medical plan is the MEC TelRx. That's just the name of the medical plan that you have. That's the phone. The number I gave you is for FreeRx.

Speaker speaker_2: Okay. So what's the TelRx again? Do I need to be bothered with that or-

Speaker speaker_1: So it's just the name of the medical plan that you're enrolled into, the MEC TelRx.

Speaker speaker_2: Okay.

Speaker speaker_1: It comes with a subscription to FreeRx and then it also-

Speaker speaker_2: Okay.

Speaker speaker_1: ... comes with, um, I believe it also comes with virtual urgent care. Let me double check. Yes. It comes with virtual urgent care.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: So

Speaker speaker_3: I help with anything else?

Speaker speaker_2: No, I just needed those numbers. Um, there's so many numbers to call to get this information. I just really want to make sure that I, um, am getting the right coverage if I'm going to be paying for it out my paycheck. So I'm just trying to get to know the different, um, insurances, who I need to call if I need anything. So, um, thank you so much for the information that you've given me for today.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You absolutely have one too.

Speaker speaker_1: Thank you.