

Transcript: VICTORIA

Taylor-6545402132119552-5151042475868160

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? Um, yes. My husband works through WorkSource. And we have insurance with them now, but we don't have any cards or anything yet. And they gave us this number to call to get, like, our ID number and all that. Okay. And you're on the policy? Yes. Okay. What's the last four- He's sitting right beside me if you need him. Okay. Um, yeah, if you don't mind, can I speak with him? Thank you very- Yeah, I'm right here. Hey, uh, what's the last four of your Social? 2140. And your first and last name? Roscoe Barnett. Okay. Uh, do you mind verifying your address and date of birth? 2-25-70 2502A South Pacola Boulevard. That's, uh, in Pacola, Oklahoma 74902? Yes. Yes. Our assistant feeling he probably needs to leave. What's, uh, got coming up next? What's your phone number, babe? Uh, 918-577-8220. Okay. And then email is outlaw8430244@gmail.com? Yes. Okay. So, it looks like the enrollment just became active this Monday. So, let me see if I have access to the ID cards. Um, if I do, I can email you... Email the copies to you. Mm, that would be awesome. Okay. Give me just a few seconds, and I'll be right back. Okay. Thank you. Mm-hmm. All right. Thank you so much for holding. Um, so I was able to download and send the dental, vision, and your hospital indemnity medical ID card. Okay. However, we're waiting on one other ID card for your preventative medical. It's not yet available for me to download. Um, so what I'm gonna do is I'm gonna follow up on that and see what I can do about getting that ID card and then send it to you when it's available. Okay. Yes, sir. Uh- Thank you very much. ... was there anything you need help with? No, ma'am. That's it. So, okay. Okay. So, I do... I, I have a background in insurance verification and all that. So, we have... We'll have two different ID cards for hospital and then, like, when we go to the doctor? Yeah, so there's... So, technically, you guys have two different medical plans. One is for preventative medical, um- Mm-hmm. ... and then the other is, like, the hospital indemnity card that you would use for non-preventative. So, the one that I was able to send is for the non-preventative. Okay. So, if he's been sick and he's going to the doctor tomorrow for that, then he would use the non-preventative, correct? Yes, ma'am. Okay. Then that's the card we needed. Okay. Awesome. Okay. I'm just... It's all confusing to me. I'm used to just having one card for everything, so. I understand. No worries. If... Do we have, like, prescription insurance or no? Um, y- yes. You have coverage for prescriptions two different ways. Under the preventative, uh, medical plan, preventative medications would be covered at 100%. Um, and the prescription carrier for that is through Elixir. And then for... Under your non-preventative medical plan, uh, it's with Pharmavail. So, any covered medication with Pharmavail, they would cover either \$10, \$20 or \$30 of the prescription. You said... Uh, I- spell Elixir for me. All right. Let me pull it up. Um, it's gonna be E- So, that would be like a coex-... Oh, sorry. Oh, sorry. I, I'm not sure of the specific medications, unfortunately. You might have to contact both

of those carriers to see which one would be covered under which, because I don't know the covered medications. Okay. That's... That's... Um, but Elixir is E-L-I-X-I-R. Okay. And then the other one for the non-preventative medications is Pharmavail, which is P-H-A-R-M-A-V-A-I-L. Okay. Yes, ma'am. All right. Thank you. You're welcome. You have a wonderful day. You too. Bye. Thank you. 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 Victoria. How can I help you?

Speaker speaker_2: Um, yes. My husband works through WorkSource. And we have insurance with them now, but we don't have any cards or anything yet. And they gave us this number to call to get, like, our ID number and all that.

Speaker speaker_1: Okay. And you're on the policy?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's the last four-

Speaker speaker_2: He's sitting right beside me if you need him.

Speaker speaker_1: Okay. Um, yeah, if you don't mind, can I speak with him?

Speaker speaker_2: Thank you very-

Speaker speaker_3: Yeah, I'm right here.

Speaker speaker_1: Hey, uh, what's the last four of your Social?

Speaker speaker_3: 2140.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: Roscoe Barnett.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_3: 2-25-70 2502A South Pacola Boulevard.

Speaker speaker_1: That's, uh, in Pacola, Oklahoma 74902?

Speaker speaker_3: Yes. Yes.

Speaker speaker_2: Our assistant feeling he probably needs to leave.

Speaker speaker_1: What's, uh, got coming up next?

Speaker speaker_2: What's your phone number, babe?

Speaker speaker_3: Uh, 918-577-8220.

Speaker speaker_1: Okay. And then email is outlaw8430244@gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. So, it looks like the enrollment just became active this Monday. So, let me see if I have access to the ID cards. Um, if I do, I can email you... Email the copies to you.

Speaker speaker_2: Mm, that would be awesome.

Speaker speaker_1: Okay. Give me just a few seconds, and I'll be right back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: All right. Thank you so much for holding. Um, so I was able to download and send the dental, vision, and your hospital indemnity medical ID card.

Speaker speaker_4: Okay.

Speaker speaker_1: However, we're waiting on one other ID card for your preventative medical. It's not yet available for me to download. Um, so what I'm gonna do is I'm gonna follow up on that and see what I can do about getting that ID card and then send it to you when it's available.

Speaker speaker_4: Okay.

Speaker speaker_1: Yes, sir. Uh-

Speaker speaker_4: Thank you very much.

Speaker speaker_1: ... was there anything you need help with?

Speaker speaker_2: No, ma'am. That's it. So, okay.

Speaker speaker_1: Okay.

Speaker speaker_2: So, I do... I, I have a background in insurance verification and all that. So, we have... We'll have two different ID cards for hospital and then, like, when we go to the doctor?

Speaker speaker_1: Yeah, so there's... So, technically, you guys have two different medical plans. One is for preventative medical, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and then the other is, like, the hospital indemnity card that you would use for non-preventative. So, the one that I was able to send is for the non-preventative.

Speaker speaker_2: Okay. So, if he's been sick and he's going to the doctor tomorrow for that, then he would use the non-preventative, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Then that's the card we needed. Okay. Awesome. Okay. I'm just... It's all confusing to me. I'm used to just having one card for everything, so.

Speaker speaker_1: I understand. No worries.

Speaker speaker_2: If... Do we have, like, prescription insurance or no?

Speaker speaker_1: Um, y- yes. You have coverage for prescriptions two different ways. Under the preventative, uh, medical plan, preventative medications would be covered at 100%. Um, and the prescription carrier for that is through Elixir. And then for... Under your non-preventative medical plan, uh, it's with Pharmavail. So, any covered medication with Pharmavail, they would cover either \$10, \$20 or \$30 of the prescription.

Speaker speaker_2: You said... Uh, I- spell Elixir for me.

Speaker speaker_1: All right. Let me pull it up. Um, it's gonna be E-

Speaker speaker_2: So, that would be like a coex-... Oh, sorry.

Speaker speaker_1: Oh, sorry. I, I'm not sure of the specific medications, unfortunately. You might have to contact both of those carriers to see which one would be covered under which, because I don't know the covered medications.

Speaker speaker_2: Okay. That's... That's...

Speaker speaker_1: Um, but Elixir is E-L-I-X-I-R.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the other one for the non-preventative medications is Pharmavail, which is P-H-A-R-M-A-V-A-I-L.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.