

Transcript: Chris Sofield (deactivated)-4714537443180544-5589036271190016

Full Transcript

Thank you for calling Benefits and a Card . This is Chris. How can I help you today? Uh, hi, Chris. I'm filling out an enrollment form, um, and I had a question about the VIP Classic option. Um, does it cover mental health, you know, behavioral health, and does it cover prescriptions? Um, what staffing company do you work with, real quick? Oh, um, Noor Staffing Group. N-O-O-R. Got it. One moment. Mm-hmm. Um, I don't believe the VIP plan covers behavioral health. However, there is a behavioral health add-on for \$1.41 a week, and then- Okay. ... VIP does cover prescriptions. Okay. So the, there's something in the additional benefits called FreeRx. Is that, uh- That is- ... I don't know, like do you re- recommend it? That is a separate, uh, prescription policy. Um, it's... So, how the prescription coverage works, um, with VIP there is a prescription plan kind of built into it through- Mm-hmm. ... a company called PharmaVeil. Um, if it's covered under PharmaVeil, you have a \$10, \$20, or \$30 copay for generics. Um, but then FreeRx is a completely different program. It's, uh, FreeRx is a company that runs that. Um, if it's covered under their formulary, then it is completely free out of pocket for you. There's no, there's no out-of-pocket cost. Oh. So, you're saying without that, with the, just the VIP- Mm-hmm. ... I would pay either \$10, \$20, or \$30 for prescriptions. It wouldn't go higher than that. Correct. Is that right? Okay. You've been incredibly helpful. Thanks so much. No problem. Anything else? Nope, that's it. Bye-bye. Um, you're welcome. Thanks for calling. Bye, now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card . This is Chris. How can I help you today?

Speaker speaker_1: Uh, hi, Chris. I'm filling out an enrollment form, um, and I had a question about the VIP Classic option. Um, does it cover mental health, you know, behavioral health, and does it cover prescriptions?

Speaker speaker_0: Um, what staffing company do you work with, real quick?

Speaker speaker_1: Oh, um, Noor Staffing Group. N-O-O-R.

Speaker speaker_0: Got it. One moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, I don't believe the VIP plan covers behavioral health. However, there is a behavioral health add-on for \$1.41 a week, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... VIP does cover prescriptions.

Speaker speaker_1: Okay. So the, there's something in the additional benefits called FreeRx. Is that, uh-

Speaker speaker_0: That is-

Speaker speaker_1: ... I don't know, like do you re- recommend it?

Speaker speaker_0: That is a separate, uh, prescription policy. Um, it's... So, how the prescription coverage works, um, with VIP there is a prescription plan kind of built into it through-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... a company called PharmaVeil. Um, if it's covered under PharmaVeil, you have a \$10, \$20, or \$30 copay for generics. Um, but then FreeRx is a completely different program. It's, uh, FreeRx is a company that runs that. Um, if it's covered under their formulary, then it is completely free out of pocket for you. There's no, there's no out-of-pocket cost.

Speaker speaker_1: Oh. So, you're saying without that, with the, just the VIP-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I would pay either \$10, \$20, or \$30 for prescriptions. It wouldn't go higher than that.

Speaker speaker_0: Correct.

Speaker speaker_1: Is that right? Okay. You've been incredibly helpful. Thanks so much.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: Nope, that's it. Bye-bye.

Speaker speaker_0: Um, you're welcome. Thanks for calling. Bye, now.