

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded. Please hold for insurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris, this is, uh, William Acker calling. I'm calling about my insurance need, for, uh, you know, long time to renew it. But I need to try to get better insurance. I'm looking for insurance that will cover my, uh, my prescription medication. Okay. What staffing company do you work with? KMU. Okay. And the last four of your Social? 92068. Okay. One moment, Mr. Acker. Could you verify your address and your date of birth, please? It's 1730 B Cherry Street, Cincinnati. 25670. That address is 1928. Thank you. And what city and state is that address, sir? That's Columbia, South Carolina. Thank you. All right. And then we have a phone number on file for you, 864-593-8724. Is that correct? That is correct. Okay. And you said you needed to, uh, see about an- changing your coverage to get better prescription coverage. Is that correct? You know, once you get the 10% back, I want to at least get no discount on my, on, on my, uh, medicine there. I'm, I'm a diabetic. So I need my insulin and, um, my, my, my diabetes been running out of control since I had this incident. I ain't been able to pay my medicine. Okay. So let's see here. Let me take a look through the plans for... Um, let's see here. Do you mind holding for just a moment for me, Mr. Acker? I just need to- Yeah, yeah. 100%. ... verify some information on my side. Yeah, that's fine. Thank you. All right. Hello? Hey. Thanks for holding. I appreciate your patience, sir. Yeah. Um, so I was just looking at the plan, as far as what all they do as far as, um, prescription coverage. And it looks like all of the medical policies have more or less the same coverage. Uh, so changing your medical policy really wouldn't give you much change in coverage. However, um, we do know of a standalone prescription, uh, program. It's called FreeRx. And I believe, uh, I believe they may be able to help you out further with that. Um, they may be able to, like, they maybe cover something that your medical doesn't cover. Different medications that are, that are under coverage and all that. Um, I do know that they have a search function on their website that lets you check to see if your medicine is covered through them. Um, so if you want to go to their website, it's FreeRx.com. Hold, hold, hold, hold, hold. Go ahead. Free, FreeRx.com? Yes, FreeRx.com. Um, you should be able to go there, check to see if it's covered and if it is covered you should be able to sign up for a program on that website. And I know their phone number is on there as well, if you have any questions for them. Okay. What about dental? Is it the same, right? I mean, I went through years without one. Uh, dental. There's only a single dental policy available. So unfortunately, there really wouldn't be any way to change that other than either you have it or you don't. Okay. They, they really don't give me cover anything, does it? Just clean? It, it covers preventative services and basic services. Um, if you need like any sort of- But not with, but not with, but not like root canal and stuff like that is not covered or nothing? No, no major services unfortunately, are not covered by the dental plan. Oh, doggonit. It was good to have

it. Um, all right. Uh, that, that, that website again is Free... What, what, what's the name of it again so I can make a note of it? Uh, yeah, FreeRx.com. All right. Thank you so much. Yes, sir. Anything else? Uh, nothing. All right. Well, if that's everything, thanks again for calling and have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded. Please hold for insurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris, this is, uh, William Acker calling. I'm calling about my insurance need, for, uh, you know, long time to renew it. But I need to try to get better insurance. I'm looking for insurance that will cover my, uh, my prescription medication.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: KMU.

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

Speaker speaker_2: 92068.

Speaker speaker_1: Okay. One moment, Mr. Acker. Could you verify your address and your date of birth, please?

Speaker speaker_2: It's 1730 B Cherry Street, Cincinnati. 25670. That address is 1928.

Speaker speaker_1: Thank you. And what city and state is that address, sir?

Speaker speaker_2: That's Columbia, South Carolina.

Speaker speaker_1: Thank you. All right. And then we have a phone number on file for you, 864-593-8724. Is that correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. And you said you needed to, uh, see about an- changing your coverage to get better prescription coverage. Is that correct?

Speaker speaker_2: You know, once you get the 10% back, I want to at least get no discount on my, on, on my, uh, medicine there. I'm, I'm a diabetic. So I need my insulin and, um, my, my, my diabetes been running out of control since I had this incident. I ain't been able to pay my medicine.

Speaker speaker_1: Okay. So let's see here. Let me take a look through the plans for... Um, let's see here. Do you mind holding for just a moment for me, Mr. Acker? I just need to-

Speaker speaker_2: Yeah, yeah. 100%.

Speaker speaker_1: ... verify some information on my side.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Thank you. All right.

Speaker speaker_3: Hello?

Speaker speaker_4: Hey. Thanks for holding. I appreciate your patience, sir.

Speaker speaker_3: Yeah.

Speaker speaker_4: Um, so I was just looking at the plan, as far as what all they do as far as, um, prescription coverage. And it looks like all of the medical policies have more or less the same coverage. Uh, so changing your medical policy really wouldn't give you much change in coverage. However, um, we do know of a standalone prescription, uh, program. It's called FreeRx. And I believe, uh, I believe they may be able to help you out further with that. Um, they may be able to, like, they maybe cover something that your medical doesn't cover. Different medications that are, that are under coverage and all that. Um, I do know that they have a search function on their website that lets you check to see if your medicine is covered through them. Um, so if you want to go to their website, it's FreeRx.com.

Speaker speaker_3: Hold, hold, hold, hold, hold.

Speaker speaker_4: Go ahead.

Speaker speaker_3: Free, FreeRx.com?

Speaker speaker_4: Yes, FreeRx.com. Um, you should be able to go there, check to see if it's covered and if it is covered you should be able to sign up for a program on that website. And I know their phone number is on there as well, if you have any questions for them.

Speaker speaker_3: Okay. What about dental? Is it the same, right? I mean, I went through years without one.

Speaker speaker_4: Uh, dental. There's only a single dental policy available. So unfortunately, there really wouldn't be any way to change that other than either you have it or you don't.

Speaker speaker_3: Okay. They, they really don't give me cover anything, does it? Just clean?

Speaker speaker_4: It, it covers preventative services and basic services. Um, if you need like any sort of-

Speaker speaker_3: But not with, but not with, but not like root canal and stuff like that is not covered or nothing?

Speaker speaker_4: No, no major services unfortunately, are not covered by the dental plan.

Speaker speaker_3: Oh, doggonit. It was good to have it. Um, all right. Uh, that, that, that website again is Free... What, what, what's the name of it again so I can make a note of it?

Speaker speaker_4: Uh, yeah, FreeRx.com.

Speaker speaker_3: All right. Thank you so much.

Speaker speaker_4: Yes, sir. Anything else?

Speaker speaker_3: Uh, nothing.

Speaker speaker_4: All right. Well, if that's everything, thanks again for calling and have a good day.