

Transcript: Chris Sofield

(deactivated)-6754243918217216-6725253157404672

Full Transcript

Your call may be monitored or- I am unavailable at the moment. Please leave a message after the tone. Thank you. Bye. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hi. Good evening, Ms. Ganino. This is Chris with Benefits and a card. Uh, you and I spoke not too long ago, um, regarding some issues with pharmacy coverage for your plan. Uh, you had tried to use it at Walmart Pharmacy last night and were told that you had no coverage. Um, I do apologize. I, uh, had... was... I was a little bit... or I had a little bit of a misunderstanding as to who I needed to call to confirm your eligibility and your coverage for your pharmacy, at least. Um, I called the right people and they were ab- uh, which is PharmaVeil, and they were able to confirm that your... there has been no issue with your coverage. It was active as of last night and it is still active as of now. Uh, so there should not have been any sort of problem with being able to use it at the pharmacy last night. Um, the only thing I can suggest is to attempt... is to, uh, attempt to go again and if they continue to provide any issues, um, insist that they call the... I believe it's the pharmacy help desk number on the back of the card. Um, if you want that number directly, it is 866-950-9949. Um, the, uh, phar- uh, the pharmacy should be able to contact PharmaVeil at that number to confirm your, your coverage and confirm everything that they need to, to be able to, to be able to, uh, get you your medicines. Again, if there are any issues or if they can... if they insist on anything, insist right back that they need to contact that number to get your insurance run properly. If you have any further questions, you are more than welcome to give us a call back. We can be reached at 800-497-4856 and we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Thank you. Have a wonderful night.

Conversation Format

Speaker speaker_0: Your call may be monitored or-

Speaker speaker_1: I am unavailable at the moment. Please leave a message after the tone. Thank you. Bye.

Speaker speaker_0: At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker_2: Hi. Good evening, Ms. Ganino. This is Chris with Benefits and a card. Uh, you and I spoke not too long ago, um, regarding some issues with pharmacy coverage for your plan. Uh, you had tried to use it at Walmart Pharmacy last night and were told that you had no coverage. Um, I do apologize. I, uh, had... was... I was a little bit... or I had a little bit of

a misunderstanding as to who I needed to call to confirm your eligibility and your coverage for your pharmacy, at least. Um, I called the right people and they were ab- uh, which is PharmaVeil, and they were able to confirm that your... there has been no issue with your coverage. It was active as of last night and it is still active as of now. Uh, so there should not have been any sort of problem with being able to use it at the pharmacy last night. Um, the only thing I can suggest is to attempt... is to, uh, attempt to go again and if they continue to provide any issues, um, insist that they call the... I believe it's the pharmacy help desk number on the back of the card. Um, if you want that number directly, it is 866-950-9949. Um, the, uh, phar- uh, the pharmacy should be able to contact PharmaVeil at that number to confirm your, your coverage and confirm everything that they need to, to be able to, to be able to, uh, get you your medicines. Again, if there are any issues or if they can... if they insist on anything, insist right back that they need to contact that number to get your insurance run properly. If you have any further questions, you are more than welcome to give us a call back. We can be reached at 800-497-4856 and we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Thank you. Have a wonderful night.