

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, hi. My name is Matthew Ahrens. Um, I need to find out what kind of, um, diabetic medication is covered under my insurance. So, I wouldn't be able to tell you that. Who can tell you that is the actual pharmacy. But I have to see, um, what coverage we have, to know where to connect you two. So what staffing agency? Well, the f... Mm-hmm. The pharmacy had told me that I had to call you guys, and my doctor's office said I had to call you guys. So only thing we can tell you is what coverage you have. We're not the actual carrier. We're just the administrator of... Let me just, let me just see your file. What staffing agency are you affiliated with? It's with Innovative Staff Solutions. Okay. Thank you. Okay. And then, what are the last four of your Social? 2675. And your first and last name? Did you say it was Matthew? Matthew, yeah, Matthew Ahrens. For security purposes, can you please verify your address and date of birth? 201 North Thompson Street, New Athens, Illinois, 62264. Date of the birth is 3/5/85. Then I have 628-631-9317 as your phone number? Yes, ma'am. All right. Let me see what plans you have. Okay. So you're just looking active this week. Um, so you have... Uh, let's see. You have the MEC standalone as well as your Insure Plus Enhance. So you have two different, um, prescription benefits. Through your MEC, it's through Elevar, and through the Insure Plus Enhance it's through Pharmaville. So if you want, I can actually provide both of those numbers because you have two carriers when it comes to your prescription benefits. Through your preventative, through one, and for your hospital indemnity, it's another one. Okay. Yeah, because I went to get my Ozempic and they're like, "Oh, it's \$1,000," I said, "No. There's no way. I don't make that much." All right. Okay. Yes. So you would have to reach out to these two numbers, um, 'cause- Okay. They would actually be able to let you know 'cause we don't have access to, um, that information. But I can definitely provide that contact number to you. So it's gonna be two different ones. Okay. Okay? Mm-hmm. So when it comes to your MEC standalone, which is your preventative plan, the one that only covers like physical, vaccines, STD and cancer screenings, that one is through Elevar, and that's gonna be E-L-S-I-E-R. Uh-huh. Uh-huh. Okay. And then their phone number is gonna be 800- Okay. ...771- All right. ...4648. And I'm sorry. I said, um, Elevar. It's actually MedImpact, which is M-E-D-I-M-P-A-C-T. And that's for your preventative side. Okay. And then when it comes to your... Let's see what plan you have. You have the Insure Plus Enhance. So that's your actual medical plan, the one that covers doctor visits, urgent care, emergency room, surgeries. Um, with that one, you have Pharmaville, which is P as in Paul, H as in Henry, A as in alpha, R as in Romeo, M as in mom, A as in alpha, V as in victor, A as in alpha, I as in ice cream, L as in loud. And the phone number is 800-933-3734. Okay. Okay. All righty. All right. I appreciate it. All right. Well, I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern

Time. Perfect. Whenever you have questions regarding like if something has coverage when it comes to your prescription or how much it would be covered, you would have to contact those two numbers. I would always call both of them, um- Okay. ...just in case 'cause I can't tell you which one is considered for which one when it comes to that prescription, so I would just reach out to both. Okay. All right. Awesome. Thank you so much. You're welcome. Have a nice day. Uh-huh. You too. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, hi. My name is Matthew Ahrens. Um, I need to find out what kind of, um, diabetic medication is covered under my insurance.

Speaker speaker\_0: So, I wouldn't be able to tell you that. Who can tell you that is the actual pharmacy. But I have to see, um, what coverage we have, to know where to connect you two. So what staffing agency?

Speaker speaker\_1: Well, the f...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: The pharmacy had told me that I had to call you guys, and my doctor's office said I had to call you guys.

Speaker speaker\_0: So only thing we can tell you is what coverage you have. We're not the actual carrier. We're just the administrator of... Let me just, let me just see your file. What staffing agency are you affiliated with?

Speaker speaker\_1: It's with Innovative Staff Solutions.

Speaker speaker\_0: Okay. Thank you. Okay. And then, what are the last four of your Social?

Speaker speaker\_1: 2675.

Speaker speaker\_0: And your first and last name? Did you say it was Matthew?

Speaker speaker\_1: Matthew, yeah, Matthew Ahrens.

Speaker speaker\_0: For security purposes, can you please verify your address and date of birth?

Speaker speaker\_1: 201 North Thompson Street, New Athens, Illinois, 62264. Date of the birth is 3/5/85.

Speaker speaker\_0: Then I have 628-631-9317 as your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Let me see what plans you have. Okay. So you're just looking active this week. Um, so you have... Uh, let's see. You have the MEC standalone as well as your Insure Plus Enhance. So you have two different, um, prescription benefits. Through your MEC, it's through Elevar, and through the Insure Plus Enhance it's through Pharmaville. So if you want, I can actually provide both of those numbers because you have two carriers when it comes to your prescription benefits. Through your preventative, through one, and for your hospital indemnity, it's another one.

Speaker speaker\_1: Okay. Yeah, because I went to get my Ozempic and they're like, "Oh, it's \$1,000," I said, "No. There's no way. I don't make that much." All right.

Speaker speaker\_0: Okay. Yes. So you would have to reach out to these two numbers, um, 'cause-

Speaker speaker\_1: Okay.

Speaker speaker\_0: They would actually be able to let you know 'cause we don't have access to, um, that information. But I can definitely provide that contact number to you. So it's gonna be two different ones.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So when it comes to your MEC standalone, which is your preventative plan, the one that only covers like physical, vaccines, STD and cancer screenings, that one is through Elevar, and that's gonna be E-L-S-I-E-R.

Speaker speaker\_1: Uh-huh. Uh-huh. Okay.

Speaker speaker\_0: And then their phone number is gonna be 800-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ...771-

Speaker speaker\_1: All right.

Speaker speaker\_0: ...4648. And I'm sorry. I said, um, Elevar. It's actually MedImpact, which is M-E-D-I-M-P-A-C-T. And that's for your preventative side.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then when it comes to your... Let's see what plan you have. You have the Insure Plus Enhance. So that's your actual medical plan, the one that covers doctor visits, urgent care, emergency room, surgeries. Um, with that one, you have Pharmaville, which is P as in Paul, H as in Henry, A as in alpha, R as in Romeo, M as in mom, A as in alpha, V as in victor, A as in alpha, I as in ice cream, L as in loud. And the phone number is 800-933-3734.

Speaker speaker\_1: Okay. Okay. All righty. All right. I appreciate it.

Speaker speaker\_0: All right. Well, I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Whenever you have questions regarding like if something has coverage when it comes to your prescription or how much it would be covered, you would have to contact those two numbers. I would always call both of them, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ...just in case 'cause I can't tell you which one is considered for which one when it comes to that prescription, so I would just reach out to both.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Awesome. Thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Uh-huh. You too. Bye.