

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Sean Brown calling, and, uh, I, I pay for insurance through Daughtry through you guys. And I just wanted to know what the medical information is 'cause I pay for like a GoodRx. Mm-hmm. Okay. And- Um, what was the name of the staffing agency? I'm sorry. Uh, Doherty, Doherty Staffing. Okay. And then what are the last four of your Social? 4822. And your first and last name? Sean Brown. For security purposes, can you verify your address and date of birth? Well, there's only two addresses that it could be. It says 707 West Seventh Avenue, Fergus Falls, Minnesota. Okay. And then your date of birth? 8-9-94. I have 218-770-5357 as your phone number, and then I have seanw, your last name, @gmail.com. Is that up to date? Yep. And then what did you have questions on? It looks like you have FreeRx, which is a membership that gives you access to over 800 of the top 90% generic drugs prescribed in the US. So it's a membership and then you have dental, vision- How much do they cover? I'm sorry? How much do they cover on, uh, the, the medication or whatever, the GoodRx? So it's FreeRx. Okay. Um, but FreeRx is technically a membership that you're paying for that gives you access to some free generic medications and some of them, um, being in a discount as well. I wouldn't have the list of those medications though. You would have to search them up in that search bar. Um, did you ever register? 'Cause once you become active, you do have to register. Um... I'm not sure if you- So I got to go on the website and they got to provide me the medication? No. So you go on the website and then you look up whatever medication it is, and then I'll tell you, um, if it's free or not. And if it's not, you'll just get like a discount on it and you get like a virtual card. But- Oh. ... I wouldn't be able to tell you, uh, the list of the free generic medications. That's something that you would have to search on the actual search bar on that page, which is FreeRx. Um, but you do have to register since you are paying for the membership. You're only paying 5.99 for it. Well, I'm sorry? How do I register for it? Um, that's something that you would have gotten sent to your email. If you don't have it, I can send you the registration steps. And then from there, it just, um, shows you step-by-step how to register. Okay. So if you want- And it's at free, freerx.com? Is that what I'm- Yeah. 'Cause... Yes, FreeRx, 'cause GoodRx is a different. GoodRx is something technically like totally different than FreeRx. Oh. Okay. You were calling it GoodRx, and GoodRx is a different- Okay. ... like, company. Okay. Okay. So I'll go ahead and send you that. So technically, it's a membership that gives you access to over 800 of the top 90% generic drugs prescribed in the US. Um, acute medications up to 21-day supply can be picked up at any of our 64,000 participating pharmacies, locations including CVS, Walgreens, Albertson's, Cougar, Publix, Giant, Eagle, and Walmart. Chronic medications 90-day supply are available through secure home delivery by UPS with free three-to-five day shipping. And then, um... So I'll go ahead and send you that, and you do have to register. So I'ma send you-

Okay. ... those stuffs, and then you have the VIP Standard, which the VIP Standard is that plan that covers a flat fee towards your doctor visits, sick, urgent care, emergency room, and even some surgeries. And your VIP Standard- Like, do you- ... you also have like, um, prescription benefits through it, which is through Pharmaville. Does it ta- Does it, does it cover, um, um, medication doctor visits? So I wouldn't be able to answer if it covers a certain medication or not. Who you would need to speak to is the actual pharmacy. And I can give you that phone number. Since we're just the healthcare administrators, I can really go based off what the guide tells me that they offer and I don't get the list of the medications that- No, no, no, I mean, I mean, I mean, the med doc, the doctor that prescribes the med. I'm sorry? So yeah, that would- I mean, is that- It really... It, it would just... It would cover some, but it really just depends on the medication. I can't tell you yes or no 'cause it really just depends on the medication. Who would be able to tell you that is Pharmaville, because that's through your plan that you have. They would be able to answer that, but they are gonna ask for like the name and all of that of the doctor, medication, and if so, how much is covered or how much you would have to pay. That would be questions- Okay. ... for the pharmacy. Okay. But I can provide that phone number to you as well. Okay. 'Cause if you have the Standard, that's through Pharmaville. And then I have that number if you need it. Yes, please. That's 800-933-3734. Okay. So that's 800-933-3734. Um, I was gonna ask you, do you have that card with you? Or do you need me- The vision one? No, your medical card, which is the standard, VIP Standard. Well, they only sent me a, a card for vision. Okay. Um, do you want me to go ahead and send you that also? Yeah. And then that, that number that I just gave you is gonna be on that card. Okay. And then the, um, the pharmacy's information. So whenever it comes to your medication, um, who you would have to contact is that number that I just gave you, 'cause we're limited to the information that we get. So I wouldn't be able to tell you if it's covered or if it, it isn't covered or how much it would be covered. Who would answer that is Pharmaville. Okay. Okay? Um, but I'm gonna put you in a brief hold while I get that information ready, and then I'll get you to verify that you did receive it. Okay. Okay? I'll be right back. Um, I was also gonna I- inform you that for your VIP Standard card, they normally don't mail that medical card out. So if you do want a physical, I would have to request it. Um, did you want me to go ahead and do that also? That would be really good. Okay. And then is it going to the 707 West Summit Avenue, Fergus Falls? Yeah. Okay. I'll be right back. Okay. I went ahead and emailed that to your email file. Um, through my verifying that you received it, it should come from an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com), and you should be getting two. One of them is gonna be your two cards being dental and then your VIP Standard, and then the other one's gonna be your registration stuff to your FreeRx. Yeah, I got it. All right. Did you have any other questions? I was gonna tell you that it takes seven to ten business days for you to receive that medical card. And then all you have to do is register it, and it should generate a, um, a card, a virtual card, 'cause that FreeRx is only a virtual card that you receive, so it's through the app. Okay. All right. Did you have any questions? Uh, no. Thank you. You're welcome. Have a great day. You too. Appreciate you. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. This is Sean Brown calling, and, uh, I, I pay for insurance through Daughtry through you guys. And I just wanted to know what the medical information is 'cause I pay for like a GoodRx.

Speaker speaker\_0: Mm-hmm. Okay.

Speaker speaker\_1: And-

Speaker speaker\_0: Um, what was the name of the staffing agency? I'm sorry.

Speaker speaker\_1: Uh, Doherty, Doherty Staffing.

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

Speaker speaker\_1: 4822.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Sean Brown.

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

Speaker speaker\_1: Well, there's only two addresses that it could be. It says 707 West Seventh Avenue, Fergus Falls, Minnesota.

Speaker speaker\_0: Okay. And then your date of birth?

Speaker speaker\_1: 8-9-94.

Speaker speaker\_0: I have 218-770-5357 as your phone number, and then I have seanw, your last name, @gmail.com. Is that up to date?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then what did you have questions on? It looks like you have FreeRx, which is a membership that gives you access to over 800 of the top 90% generic drugs prescribed in the US. So it's a membership and then you have dental, vision-

Speaker speaker\_1: How much do they cover?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: How much do they cover on, uh, the, the medication or whatever, the GoodRx?

Speaker speaker\_0: So it's FreeRx.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but FreeRx is technically a membership that you're paying for that gives you access to some free generic medications and some of them, um, being in a

discount as well. I wouldn't have the list of those medications though. You would have to search them up in that search bar. Um, did you ever register? 'Cause once you become active, you do have to register.

Speaker speaker\_1: Um...

Speaker speaker\_0: I'm not sure if you-

Speaker speaker\_1: So I got to go on the website and they got to provide me the medication?

Speaker speaker\_0: No. So you go on the website and then you look up whatever medication it is, and then I'll tell you, um, if it's free or not. And if it's not, you'll just get like a discount on it and you get like a virtual card. But-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... I wouldn't be able to tell you, uh, the list of the free generic medications. That's something that you would have to search on the actual search bar on that page, which is FreeRx. Um, but you do have to register since you are paying for the membership. You're only paying 5.99 for it.

Speaker speaker\_1: Well,

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: How do I register for it?

Speaker speaker\_0: Um, that's something that you would have gotten sent to your email. If you don't have it, I can send you the registration steps. And then from there, it just, um, shows you step-by-step how to register.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So if you want-

Speaker speaker\_1: And it's at free, freerx.com? Is that what I'm-

Speaker speaker\_0: Yeah. 'Cause... Yes, FreeRx, 'cause GoodRx is a different. GoodRx is something technically like totally different than FreeRx.

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_0: You were calling it GoodRx, and GoodRx is a different-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... like, company.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: So I'll go ahead and send you that. So technically, it's a membership that gives you access to over 800 of the top 90% generic drugs prescribed in the US. Um, acute medications up to 21-day supply can be picked up at any of our 64,000 participating pharmacies, locations including CVS, Walgreens, Albertson's, Cougar, Publix, Giant, Eagle,

and Walmart. Chronic medications 90-day supply are available through secure home delivery by UPS with free three-to-five day shipping. And then, um... So I'll go ahead and send you that, and you do have to register. So I'ma send you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... those stuffs, and then you have the VIP Standard, which the VIP Standard is that plan that covers a flat fee towards your doctor visits, sick, urgent care, emergency room, and even some surgeries. And your VIP Standard-

Speaker speaker\_1: Like, do you-

Speaker speaker\_0: ... you also have like, um, prescription benefits through it, which is through Pharmaville.

Speaker speaker\_1: Does it ta- Does it, does it cover, um, um, medication doctor visits?

Speaker speaker\_0: So I wouldn't be able to answer if it covers a certain medication or not. Who you would need to speak to is the actual pharmacy. And I can give you that phone number. Since we're just the healthcare administrators, I can really go based off what the guide tells me that they offer and I don't get the list of the medications that-

Speaker speaker\_1: No, no, no, I mean, I mean, I mean, the med doc, the doctor that prescribes the med.

Speaker speaker\_0: I'm sorry? So yeah, that would-

Speaker speaker\_1: I mean, is that-

Speaker speaker\_0: It really... It, it would just... It would cover some, but it really just depends on the medication. I can't tell you yes or no 'cause it really just depends on the medication. Who would be able to tell you that is Pharmaville, because that's through your plan that you have. They would be able to answer that, but they are gonna ask for like the name and all of that of the doctor, medication, and if so, how much is covered or how much you would have to pay. That would be questions-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for the pharmacy.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I can provide that phone number to you as well.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause if you have the Standard, that's through Pharmaville. And then I have that number if you need it.

Speaker speaker\_2: Yes, please.

Speaker speaker\_0: That's 800-933-3734.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So that's 800-933-3734. Um, I was gonna ask you, do you have that card with you? Or do you need me-

Speaker speaker\_2: The vision one?

Speaker speaker\_0: No, your medical card, which is the standard, VIP Standard.

Speaker speaker\_2: Well, they only sent me a, a card for vision.

Speaker speaker\_0: Okay. Um, do you want me to go ahead and send you that also?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: And then that, that number that I just gave you is gonna be on that card.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then the, um, the pharmacy's information. So whenever it comes to your medication, um, who you would have to contact is that number that I just gave you, 'cause we're limited to the information that we get. So I wouldn't be able to tell you if it's covered or if it, it isn't covered or how much it would be covered. Who would answer that is Pharmanville.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay? Um, but I'm gonna put you in a brief hold while I get that information ready, and then I'll get you to verify that you did receive it.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay? I'll be right back. Um, I was also gonna I- inform you that for your VIP Standard card, they normally don't mail that medical card out. So if you do want a physical, I would have to request it. Um, did you want me to go ahead and do that also?

Speaker speaker\_2: That would be really good.

Speaker speaker\_0: Okay. And then is it going to the 707 West Summit Avenue, Fergus Falls?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Okay. I'll be right back. Okay. I went ahead and emailed that to your email file. Um, through my verifying that you received it, it should come from an email that says info@benefitsinacard.com, and you should be getting two. One of them is gonna be your two cards being dental and then your VIP Standard, and then the other one's gonna be your registration stuff to your FreeRx.

Speaker speaker\_2: Yeah, I got it.

Speaker speaker\_0: All right. Did you have any other questions? I was gonna tell you that it takes seven to ten business days for you to receive that medical card. And then all you have

to do is register it, and it should generate a, um, a card, a virtual card, 'cause that FreeRx is only a virtual card that you receive, so it's through the app.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. Did you have any questions?

Speaker speaker\_2: Uh, no. Thank you.

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

Speaker speaker\_2: You too. Appreciate you.

Speaker speaker\_0: Thank you.