

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Notecard. My name is Stephanie. How can I assist you? Uh, yes, I'm calling to find out... I thought I had two insurances for my prescriptions and for some reason when I give them my insurance card, like, none of my prescriptions are any cheaper and that's not what I, um, I signed up for. I thought that I was supposed to have two different prescription insurances. I can check. What staffing agency are you with? Sarge. And then what is the last four of your Social? 5163. And your first and last name, please. Tammy Cook. For security purposes, can you verify your address and date of birth? 11600 Georgia Highway 34, Franklin, Georgia, 30217. And then, uh, what was that date of birth? October 20th, 1975. Then I have 678-633-8126 as your phone number? Yes, that's correct.

TammyJean1011@gmail.com, is that up to date? Yes, ma'am. Okay, so let me check to see what you have. Yeah, so you do have two benefits when it comes to your prescription. It looks like you have the FreeRx membership, which gives the access to the top 90% generic drugs prescribed in the US, some of them being cheaper. And then your VIP Classic, which is through Pharmacov. Um, which one did you use? I've probably used the Pharmacov, but what in- information do I need to use the, um, VIP Classic? How do I get it? Uh, so you would have to let me pull up your card real quick. Yes, yes. Let's do that. 'Cause I know all you have to really do is contact them. 'Cause I must not have... I'm, I can give you the name of my pharmacy so that maybe you can call them and give them the insur- insurance information because I'm fixing to go pick them up on a different pharmacy. Yes. So you would actually have to be the one to reach out to them. But let me make sure that you're calling the right number and giving the right information. 'Cause I wouldn't have the information to let you know if something is covered or how much would be covered for that prescription. That would be something they would be able to notify you. Well, is there anything that you could email me? Yes. 'Cause I have the FreeRx mail, but I don't have anything else and I'm like, I know I pay for, I pay for the, the extra prescription, um, coverage. Yeah, the FreeRx? Right. Did you ever register for your FreeRx? I don't know how to. Like, can you send me a link or something? Yes. So I can send you the steps. You- you're also welcome, since you're paying the FreeRx membership, you're always welcome once you register to search it up on the search bar. And I'll actually let you know, um, how much that would retail for or if it's free or not. So for the Pharmacov, are you providing them your card? 'Cause it has your, um, the pharmacy's, your, um, coverage number and that information. Yes, ma'am. Uh- I don't know what you're calling this, like, seven or four. I gave them the Pharmacov number. The... My regular prescrip- my regular, um, insurance card has the Pharmacov on it and they said it's not covering it and I've sent that 30 pack away. Okay. But every medication, I've tried to go up on it, they, they're not covering it. Why am I paying for insurance then? Gotcha. So I wouldn't be able to tell you if something's gonna be covered or not. Who actually has to let you know is

Pharmacov. Um, and then for your FreeRx, I can go ahead and send you your registration steps and you're welcome to search that up, the name of the prescription in the search bar and I'll tell you if it's covered or not as well. Okay. And if there's a, um, if there's any other prescription card I need for my prescriptions, could you please email it to that email address, please? Yes. So it looks like the only thing you really need is your FreeRx, 'cause I'm checking to see if that was ever sent to you. And I don't think that was. It wasn't. I'll go ahead and email that. It wasn't. So regarding the Pharmacov, who you do have to reach out to is them, 'cause they would actually let you know if something's gonna be covered or not. We wouldn't be able to give you that information. But with your FreeRx, I'm going to go ahead and email that to you. You're welcome to search that up on their search bar and it'll notify you if that's gonna be, um, covered or not or if so, how much you would have to pay. So all you have to do is register really, 'cause it looks like you've been having it for a while. And then that FreeRx card, you get it digitally through the app. But I went ahead and emailed that to you. Um, do you mind double-checking just so that I'm sure that you did receive it? My email? Yes. Um, it's gonna come from info@benefitsnotecard.com. Yes, I did get it. Okay, so you would just have to register and I will look the name up of that, um, prescription on that search bar. Okay. Okay? All right. Well, thank you so much. You're welcome. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Notecard. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, I'm calling to find out... I thought I had two insurances for my prescriptions and for some reason when I give them my insurance card, like, none of my prescriptions are any cheaper and that's not what I, um, I signed up for. I thought that I was supposed to have two different prescription insurances.

Speaker speaker_0: I can check. What staffing agency are you with?

Speaker speaker_1: Sarge.

Speaker speaker_0: And then what is the last four of your Social?

Speaker speaker_1: 5163.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Tammy Cook.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 11600 Georgia Highway 34, Franklin, Georgia, 30217.

Speaker speaker_0: And then, uh, what was that date of birth?

Speaker speaker_1: October 20th, 1975.

Speaker speaker_0: Then I have 678-633-8126 as your phone number?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: TammyJean1011@gmail.com, is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so let me check to see what you have. Yeah, so you do have two benefits when it comes to your prescription. It looks like you have the FreeRx membership, which gives the access to the top 90% generic drugs prescribed in the US, some of them being cheaper. And then your VIP Classic, which is through Pharmacov. Um, which one did you use?

Speaker speaker_1: I've probably used the Pharmacov, but what in- information do I need to use the, um, VIP Classic? How do I get it?

Speaker speaker_0: Uh, so you would have to let me pull up your card real quick.

Speaker speaker_1: Yes, yes. Let's do that.

Speaker speaker_0: 'Cause I know all you have to really do is contact them.

Speaker speaker_1: 'Cause I must not have... I'm, I can give you the name of my pharmacy so that maybe you can call them and give them the insur- insurance information because I'm fixing to go pick them up on a different pharmacy.

Speaker speaker_0: Yes. So you would actually have to be the one to reach out to them. But let me make sure that you're calling the right number and giving the right information. 'Cause I wouldn't have the information to let you know if something is covered or how much would be covered for that prescription. That would be something they would be able to notify you.

Speaker speaker_1: Well, is there anything that you could email me?

Speaker speaker_0: Yes.

Speaker speaker_1: 'Cause I have the FreeRx mail, but I don't have anything else and I'm like, I know I pay for, I pay for the, the extra prescription, um, coverage.

Speaker speaker_0: Yeah, the FreeRx?

Speaker speaker_1: Right.

Speaker speaker_0: Did you ever register for your FreeRx?

Speaker speaker_1: I don't know how to. Like, can you send me a link or something?

Speaker speaker_0: Yes. So I can send you the steps. You- you're also welcome, since you're paying the FreeRx membership, you're always welcome once you register to search it up on the search bar. And I'll actually let you know, um, how much that would retail for or if it's free or not. So for the Pharmacov, are you providing them your card? 'Cause it has your, um, the pharmacy's, your, um, coverage number and that information.

Speaker speaker_1: Yes, ma'am. Uh-

Speaker speaker_0: I don't know what you're calling this, like, seven or four.

Speaker speaker_1: I gave them the Pharmacov number. The... My regular prescrip- my regular, um, insurance card has the Pharmacov on it and they said it's not covering it and I've sent that 30 pack away.

Speaker speaker_0: Okay.

Speaker speaker_1: But every medication, I've tried to go up on it, they, they're not covering it. Why am I paying for insurance then?

Speaker speaker_0: Gotcha. So I wouldn't be able to tell you if something's gonna be covered or not. Who actually has to let you know is Pharmacov. Um, and then for your FreeRx, I can go ahead and send you your registration steps and you're welcome to search that up, the name of the prescription in the search bar and I'll tell you if it's covered or not as well.

Speaker speaker_1: Okay. And if there's a, um, if there's any other prescription card I need for my prescriptions, could you please email it to that email address, please?

Speaker speaker_0: Yes. So it looks like the only thing you really need is your FreeRx, 'cause I'm checking to see if that was ever sent to you. And I don't think that was.

Speaker speaker_1: It wasn't.

Speaker speaker_0: I'll go ahead and email that.

Speaker speaker_1: It wasn't.

Speaker speaker_0: So regarding the Pharmacov, who you do have to reach out to is them, 'cause they would actually let you know if something's gonna be covered or not. We wouldn't be able to give you that information. But with your FreeRx, I'm going to go ahead and email that to you. You're welcome to search that up on their search bar and it'll notify you if that's gonna be, um, covered or not or if so, how much you would have to pay. So all you have to do is register really, 'cause it looks like you've been having it for a while. And then that FreeRx card, you get it digitally through the app. But I went ahead and emailed that to you. Um, do you mind double-checking just so that I'm sure that you did receive it?

Speaker speaker_1: My email?

Speaker speaker_0: Yes. Um, it's gonna come from info@benefitsnotecard.com.

Speaker speaker_1: Yes, I did get it.

Speaker speaker_0: Okay, so you would just have to register and I will look the name up of that, um, prescription on that search bar.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right. Well, thank you so much.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You too. Bye-bye.