

Transcript: Justin

Mills-4988024864030720-6041574369050624

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How you doing, Justin? I was just wondering, did my benefits cover telemedicine? Um, telemedicine? Yeah, let me check on that for you. Um, what's- Okay. ... that staffing agency you work for? Um, BGSS. And the last four of your social? 7507. And what was your first and last name? Earl Ringgold. And for security purposes, could you verify your home address, including city, state and zip code, Earl? Sure. 1229 Meridian Drive, Baltimore, Maryland 21239. And confirm your date of birth for me. 03/24/1984. And a good telephone number have is 443-631-8266. You got it. And the email have is eringgold84@gmail? Yes, sir. Okay, so let's see here. Let's see. So the MEC TeleRx covers preventative healthcare services as well as a subscription of FreeRx, which gives out free or discounted prescription coverage. However, I do see behavioral health as well, so you do have the option to speak to, um, either a psychologist or psychiatrist via video chat. Hmm. My, um, my issue is I got a toothache, um, in the back of my mouth, a tooth broke off. And now it's kind of swollen up my gums. I'm thinking I need some type of antibiotics. So which one do you recommend I call? Uh, let's see here. Have you accessed your FreeRx account? No, sir. No, sir? Okay. So what I can do right now, I can send you directions how to gain access to the FreeRx account, and then once your doctor prescribes that medication to you, they can send it to FreeRx. And either, uh, FreeRx bills it to have it picked up at your local pharmacy or shipped directly to your house. Okay. Okay. Um, do you mind if I place you in a brief hold while I get that email set up for you? No, go right ahead. Okay. Hello, Earl, you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you both of those emails to set up your FreeRx account. Okay. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Um, so I sent you one had a register the account, and then the second one was, uh, the home delivery instructions on how to get your doctor to send it to your home del- home delivery. Perfect. Okay. Um, other than that, is there anything else I can assist you with today? Um, is there any online, um, telemedicine service you would recommend? Um, I know there's a few of them out here I can do. But, um, is there anyone that y'all partner with that y'all recommend that I use with insurance? Uh, let's see here. Um, so not that I can see. Um, the en- like I said earlier, the MEC TeleRx covers preventative services as well as a subscription to FreeRx. Okay. Um, so as long as you stay in network, the insurance carrier will pay. Um, but I mean, I can provide you with MultiPlan's telephone number to find those providers in your location, if need be. Hmm. I'll take it down just in case I need it. Okay, um, just let me know whenever you're ready. I'm ready. Okay, so MultiPlan's telephone number is 800- Mm-hmm. ... 457-1403. Okay, got it. Thank you so much. You're welcome. You have a great day, Earl, okay? You too. Thank you. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: How you doing, Justin? I was just wondering, did my benefits cover telemedicine?

Speaker speaker_0: Um, telemedicine? Yeah, let me check on that for you. Um, what's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that staffing agency you work for?

Speaker speaker_1: Um, BGSS.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7507.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Earl Ringgold.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Earl?

Speaker speaker_1: Sure. 1229 Meridian Drive, Baltimore, Maryland 21239.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 03/24/1984.

Speaker speaker_0: And a good telephone number have is 443-631-8266.

Speaker speaker_1: You got it.

Speaker speaker_0: And the email have is eringgold84@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. Let's see. So the MEC TeleRx covers preventative healthcare services as well as a subscription of FreeRx, which gives out free or discounted prescription coverage. However, I do see behavioral health as well, so you do have the option to speak to, um, either a psychologist or psychiatrist via video chat.

Speaker speaker_1: Hmm. My, um, my issue is I got a toothache, um, in the back of my mouth, a tooth broke off. And now it's kind of swollen up my gums. I'm thinking I need some type of antibiotics. So which one do you recommend I call?

Speaker speaker_0: Uh, let's see here. Have you ac- have you, um, accessed your FreeRx account?

Speaker speaker_1: No, sir.

Speaker speaker_0: No, sir? Okay. So what I can do right now, I can send you directions how to gain access to the FreeRx account, and then once your doctor prescribes that medication to you, they can send it to FreeRx. And either, uh, FreeRx bills it to have it picked up at your local pharmacy or shipped directly to your house.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, do you mind if I place you in a brief hold while I get that email set up for you?

Speaker speaker_1: No, go right ahead.

Speaker speaker_0: Okay. Hello, Earl, you still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you both of those emails to set up your FreeRx account.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so I sent you one had a register the account, and then the second one was, uh, the home delivery instructions on how to get your doctor to send it to your home del- home delivery.

Speaker speaker_1: Perfect.

Speaker speaker_0: Okay. Um, other than that, is there anything else I can assist you with today?

Speaker speaker_1: Um, is there any online, um, telemedicine service you would recommend? Um, I know there's a few of them out here I can do. But, um, is there anyone that y'all partner with that y'all recommend that I use with insurance?

Speaker speaker_0: Uh, let's see here. Um, so not that I can see. Um, the en- like I said earlier, the MEC TeleRx covers preventative services as well as a subscription to FreeRx.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so as long as you stay in network, the insurance carrier will pay. Um, but I mean, I can provide you with MultiPlan's telephone number to find those providers in your location, if need be.

Speaker speaker_1: Hmm. I'll take it down just in case I need it.

Speaker speaker_0: Okay, um, just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay, so MultiPlan's telephone number is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 457-1403.

Speaker speaker_1: Okay, got it. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, Earl, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right, bye-bye.