

## Transcript: Justin

**Mills-5208857444270080-5045915243429888**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Stephanie with APL, and I've got a mutual member on the line that his effective date's supposed to be today, um, but we haven't received enrollment yet for him. So, I'm unable to tell him like what benefits he has, um, and he's urgently needing medication, and I don't know if he's going to have a plan that covers medication. Um, so, uh, is there any way you can help me look him up or tell me what he's going to have or... Um, yeah. What's the member's first and last name? Uh, first and last name is Brian Williams. I've got his social, his date of birth, um, and then the staffing agency he's with. So, is Brian spelled with a I or a Y? B-R-I-A-N. B-R-I-A-N. Okay. And the last four of his social? Uh, last four of his social is 6963. Okay. Let's see here. So, he has MEC-TeleRx, VIP Classic, uh, vision and dental. Um, so he did become active as of today, um, and y'all haven't received that information yet. Is that correct? Uh, yeah. He's not in our system yet. I know, I know we do like the hospital indemnity part, um, but I, I, we have so many hospital indemnity policies that I don't know which one he should pick obviously because I can't see it. And then, I don't know, prescription wise, do, do you see something that could offer prescription coverage on his plan? Um, yes. So, he does have prescription coverage under the hospital indemnity plan as well as the, a FreeRx subscription under his preventative services. But that's through 90 Degree Benefits. Okay. 90 Degree does the FreeRx? Uh, no. Uh, we, us at Benefits and a Card, we do the FreeRx. It's just the, the preventative service plan includes the subscription to FreeRx. However, IMA or 90 Degree- Oh, okay. ... Benefits covers the preventative services. Okay. So, it's only preventative? 'Cause he's, he's needing anti-rejection medication, so I don't know would that- Yeah. So, I- ... fall under that. So, I, yeah. So, I see he has the VIP Classic, which is a hospital indemnity plan covered through APL. Um, so he does have medication coverage for that. Um, but I do know it does take at least 72 hours for APL to generate policy information. So, I, that may be a reason why, uh, you're not seeing it just yet. Yeah, and I don't know which, without knowing the product number, I don't know which, um, I don't know which, uh, hospital indemnity that is. So, VIP Classic? Correct. You don't have our product numbers, do you? No, ma'am. We're just the, uh, customer service department for Benefits and a Card. Okay. I feel like our account manager would. That's responsible for surge staffing, may have that information. Okay. Um, do, who, who is the account manager? Or is that somebody I, you can transfer me to? Um, let's see. Surge staffing. So, looks I- looks like it's Meredith Savage. Um, let me see if she's available. She may be out of the office. Do you mind if I place you on a brief hold for a second? Yeah. Yeah. That's fine. Thanks. Okay. Hello, are you still there? Yes, I am. Awesome. Thank you so much for holding. So, it looks like Meredith's currently in a meeting right now. Um, she's showing up as read under Teams. Um, but I do have her office telephone number if you wanted to reach out to her. Oh, okay. Perfect. What is that? Um, 864-770-6146.

Okay. Per- And she's the account manager for surge? Correct. Okay. Perfect. I'll reach out to her and see if I can figure out what he's on, so at least I can give him some direction on how to proceed, so. Okay. Well, was there anything else I could assist you with today? Okay. No, just to clarify, uh, so FreeRx is, is offered by Benefits and a Card? Correct. It's a, um, it's a, it's an online pharmacy. Okay. So, is that something he could look at to see if his prescription is covered under that potentially? Um, yeah. He could, uh, yes. He could head to freerx.com, um, where he could type in the prescription name into the search box and to see if it is covered under FreeRx. Okay. And then, uh, s- and then IMA does offer a prescription benefit as well? Um, no. IMA covers the, uh- Or does 90 Degree- ... preventative services. Okay, preventative services. Okay. And then 90 Degree, they don't... Do they offer Rx? Uh, no, ma'am. Um, unless it's preventative medication. Okay. Okay. Okay. So, I can give him the FreeRx right now and then... Okay. Freerx.com? Correct. Okay. Perfect. Okay. Well, thank you so much for your help. I really appreciate it. You're welcome. You have a great day, okay? Thank you. You, too. Bye-bye. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. This is Stephanie with APL, and I've got a mutual member on the line that his effective date's supposed to be today, um, but we haven't received enrollment yet for him. So, I'm unable to tell him like what benefits he has, um, and he's urgently needing medication, and I don't know if he's going to have a plan that covers medication. Um, so, uh, is there any way you can help me look him up or tell me what he's going to have or...

Speaker speaker\_0: Um, yeah. What's the member's first and last name?

Speaker speaker\_1: Uh, first and last name is Brian Williams. I've got his social, his date of birth, um, and then the staffing agency he's with.

Speaker speaker\_0: So, is Brian spelled with a B or a Y?

Speaker speaker\_1: B-R-I-A-N.

Speaker speaker\_0: B-R-I-A-N. Okay. And the last four of his social?

Speaker speaker\_1: Uh, last four of his social is 6963.

Speaker speaker\_0: Okay. Let's see here. So, he has MEC-TeleRx, VIP Classic, uh, vision and dental. Um, so he did become active as of today, um, and y'all haven't received that information yet. Is that correct?

Speaker speaker\_1: Uh, yeah. He's not in our system yet. I know, I know we do like the hospital indemnity part, um, but I, I, we have so many hospital indemnity policies that I don't know which one he should pick obviously because I can't see it. And then, I don't know, prescription wise, do, do you see something that could offer prescription coverage on his plan?

Speaker speaker\_0: Um, yes. So, he does have prescription coverage under the hospital indemnity plan as well as the, a FreeRx subscription under his preventative services. But that's through 90 Degree Benefits.

Speaker speaker\_1: Okay. 90 Degree does the FreeRx?

Speaker speaker\_0: Uh, no. Uh, we, us at Benefits and a Card, we do the FreeRx. It's just the, the preventative service plan includes the subscription to FreeRx. However, IMA or 90 Degree-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... Benefits covers the preventative services.

Speaker speaker\_1: Okay. So, it's only preventative? 'Cause he's, he's needing anti-rejection medication, so I don't know would that-

Speaker speaker\_0: Yeah. So, I-

Speaker speaker\_1: ... fall under that.

Speaker speaker\_0: So, I, yeah. So, I see he has the VIP Classic, which is a hospital indemnity plan covered through APL. Um, so he does have medication coverage for that. Um, but I do know it does take at least 72 hours for APL to generate policy information. So, I, that may be a reason why, uh, you're not seeing it just yet.

Speaker speaker\_1: Yeah, and I don't know which, without knowing the product number, I don't know which, um, I don't know which, uh, hospital indemnity that is. So, VIP Classic?

Speaker speaker\_0: Correct.

Speaker speaker\_1: You don't have our product numbers, do you?

Speaker speaker\_0: No, ma'am. We're just the, uh, customer service department for Benefits and a Card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I feel like our account manager would. That's responsible for surge staffing, may have that information.

Speaker speaker\_1: Okay. Um, do, who, who is the account manager? Or is that somebody I, you can transfer me to?

Speaker speaker\_0: Um, let's see. Surge staffing. So, looks I- looks like it's Meredith Savage. Um, let me see if she's available. She may be out of the office. Do you mind if I place you on a brief hold for a second?

Speaker speaker\_1: Yeah. Yeah. That's fine. Thanks.

Speaker speaker\_0: Okay. Hello, are you still there?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, it looks like Meredith's currently in a meeting right now. Um, she's showing up as read under Teams. Um, but I do have her office telephone number if you wanted to reach out to her.

Speaker speaker\_1: Oh, okay. Perfect. What is that?

Speaker speaker\_0: Um, 864-770-6146.

Speaker speaker\_1: Okay. Per- And she's the account manager for surge?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Perfect. I'll reach out to her and see if I can figure out what he's on, so at least I can give him some direction on how to proceed, so.

Speaker speaker\_0: Okay. Well, was there anything else I could assist you with today?

Speaker speaker\_1: Okay. No, just to clarify, uh, so FreeRx is, is offered by Benefits and a Card?

Speaker speaker\_0: Correct. It's a, um, it's a, it's an online pharmacy.

Speaker speaker\_1: Okay. So, is that something he could look at to see if his prescription is covered under that potentially?

Speaker speaker\_0: Um, yeah. He could, uh, yes. He could head to freerx.com, um, where he could type in the prescription name into the search box and to see if it is covered under FreeRx.

Speaker speaker\_1: Okay. And then, uh, s- and then IMA does offer a prescription benefit as well?

Speaker speaker\_0: Um, no. IMA covers the, uh-

Speaker speaker\_1: Or does 90 Degree-

Speaker speaker\_0: ... preventative services.

Speaker speaker\_1: Okay, preventative services. Okay. And then 90 Degree, they don't... Do they offer Rx?

Speaker speaker\_0: Uh, no, ma'am. Um, unless it's preventative medication.

Speaker speaker\_1: Okay. Okay. Okay. So, I can give him the FreeRx right now and then... Okay. Freerx.com?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Perfect. Okay. Well, thank you so much for your help. I really appreciate it.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Thank you. You, too. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.