

## Transcript: Justin

**Mills-6445340183445504-4950422726328320**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Linda Scroggins and I'm trying to elect, um, my medical benefits, and I am trying to figure out... I'm reading the, um, the, uh, the Health Care... Your Choice of Plan. Mm-hmm. They sent me the bro- the brochure, and I'm trying to... I can't figure out which one of these will probably, uh, cover, uh, a prescriptions better than the other. Okay. Out of the VIP... the MEC... M-E... MEC or the VIP. Okay. Well, I do know that the MEC, uh, just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. Um, while the VIP plans, those actually cover hospitals, doctors, and medications. Um, the insurance carrier only pays up to \$30 for prescriptions under the, uh, VIP plans. Oh, they only pay up to th- 'Cause see, I'm on O- Ozempic and I just want to make sure that my Ozempic is covered. Okay. Um, I mean, I can provide you with, um, a telephone number to see if that medication would be covered under the VIP plan. Okay. All right, That would be it. Okay. Okay, let's see here. So that telephone number is 800- Mm-hmm. ... 933- Mm-hmm. ... 3734. And the company is called Pharmavail. Pha- Pharm- Spell that. Uh, P-H-A-R-M-A-V-A-I-L, Pharmavail. I... Okay. Thank you. You're welcome. You have a great day, okay? All right. Thank you. All right, bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. My name is Linda Scroggins and I'm trying to elect, um, my medical benefits, and I am trying to figure out... I'm reading the, um, the, uh, the Health Care... Your Choice of Plan.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: They sent me the bro- the brochure, and I'm trying to... I can't figure out which one of these will probably, uh, cover, uh, a prescriptions better than the other.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Out of the VIP... the MEC... M-E... MEC or the VIP.

Speaker speaker\_1: Okay. Well, I do know that the MEC, uh, just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. Um, while the VIP plans, those actually cover hospitals, doctors, and medications. Um, the insurance carrier only pays up to \$30 for prescriptions under the, uh, VIP plans.

Speaker speaker\_2: Oh, they only pay up to th- 'Cause see, I'm on O- Ozempic and I just want to make sure that my Ozempic is covered.

Speaker speaker\_1: Okay. Um, I mean, I can provide you with, um, a telephone number to see if that medication would be covered under the VIP plan.

Speaker speaker\_2: Okay. All right,

Speaker speaker\_3: That would be it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, let's see here. So that telephone number is 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 933-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 3734. And the company is called Pharmavail.

Speaker speaker\_2: Pha- Pharm- Spell that.

Speaker speaker\_1: Uh, P-H-A-R-M-A-V-A-I-L, Pharmavail.

Speaker speaker\_2: I... Okay. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: All right, bye-bye.