

Transcript: Malcolm

Nash-6719490256846848-5105993316089856

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Oh, yes, I was calling to see if you can tell me if my birth control is covered? So you want to know- Hello. ... if your birth control... I think you have, um- Yeah, yeah. So, uh, is it under... FreeR... Are you referring to this under f... It being under FreeRx or are you referring to just in general under your medical plan? Uh, general under the medical plan. All right, so that would be a question you want to ask your carrier directly. We're not the carrier. We're just a plan administrator. Oh, okay. Uh, okay. I can give you the APLD. So do you have, um... Let me pull up your account. What staffing company do you work for? Um, it's for ManTan. What's the last four of your social? 3038. First name? Ashley. Last name? Spratt. Okay. For security purposes, can you verify your address and date of birth for me? It's 107 East Main Street, West Lafayette, Ohio 43785, I think. And, uh, my birthday is 7/13/83. Thank you. So yeah, your phone number is 740-630-3829? Yes. That's correct. And the email is ashleyspratt3829@gmail.com? Yes. Thank you. All right. So it looks like you're on the medical and the FreeRx. Uh-huh. Have you looked at the FreeRx website and claimed your FreeRx account? Uh, I think I may have. I don't know. I know I had one at one time. Okay. So yeah, so you have both... You have both medical plans. So you can try American Public Life, you can get asked in, or you can go, you can try and get it through FreeRx. Okay. Um, I can give you, I can give you FreeRx's phone number and I can give you American Public Life phone number. Let's go with the American Public Life, uh... Whenever you're ready, I can give you that phone number. Okay. Go ahead. Whenever you're ready. All right. It's 1-800. All right, go ahead. Okay. 256. 256. Okay. 8606. 8606. You want to hit opt- you want to hit option four. Okay. All right. Just wait for the rep- Thank you very... All right. Thank you very much. No m- no problem, Ms. Spratt. Was there anything else I could help you with today? Nope. That should be it. Thank you very much. No problem. Thank you. Thanks for calling Benefits in the Card. I hope you have a great week. You too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Oh, yes, I was calling to see if you can tell me if my birth control is covered?

Speaker speaker_0: So you want to know-

Speaker speaker_1: Hello.

Speaker speaker_0: ... if your birth control... I think you have, um-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: So, uh, is it under... FreeR... Are you referring to this under f... It being under FreeRx or are you referring to just in general under your medical plan?

Speaker speaker_1: Uh, general under the medical plan.

Speaker speaker_0: All right, so that would be a question you want to ask your carrier directly. We're not the carrier. We're just a plan administrator.

Speaker speaker_1: Oh, okay. Uh, okay.

Speaker speaker_0: I can give you the APLD. So do you have, um... Let me pull up your account. What staffing company do you work for?

Speaker speaker_1: Um, it's for ManTan.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 3038.

Speaker speaker_0: First name?

Speaker speaker_1: Ashley.

Speaker speaker_0: Last name?

Speaker speaker_1: Spratt.

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

Speaker speaker_1: It's 107 East Main Street, West Lafayette, Ohio 43785, I think. And, uh, my birthday is 7/13/83.

Speaker speaker_0: Thank you. So yeah, your phone number is 740-630-3829?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And the email is ashleyspratt3829@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So it looks like you're on the medical and the FreeRx.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Have you looked at the FreeRx website and claimed your FreeRx account?

Speaker speaker_1: Uh, I think I may have. I don't know. I know I had one at one time.

Speaker speaker_0: Okay. So yeah, so you have both... You have both medical plans. So you can try American Public Life, you can get asked in, or you can go, you can try and get it through FreeRx.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I can give you, I can give you FreeRx's phone number and I can give you American Public Life phone number.

Speaker speaker_1: Let's go with the American Public Life, uh...

Speaker speaker_0: Whenever you're ready, I can give you that phone number.

Speaker speaker_1: Okay. Go ahead.

Speaker speaker_0: Whenever you're ready. All right. It's 1-800.

Speaker speaker_1: All right, go ahead. Okay.

Speaker speaker_0: 256.

Speaker speaker_1: 256. Okay.

Speaker speaker_0: 8606.

Speaker speaker_1: 8606.

Speaker speaker_0: You want to hit opt- you want to hit option four.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Just wait for the rep-

Speaker speaker_1: Thank you very... All right. Thank you very much.

Speaker speaker_0: No m- no problem, Ms. Spratt. Was there anything else I could help you with today?

Speaker speaker_1: Nope. That should be it. Thank you very much.

Speaker speaker_0: No problem.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thanks for calling Benefits in the Card. I hope you have a great week.

Speaker speaker_1: You too.