

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Um, yes, hi. This is Kenneth Klein. Um, I'm working through, with surge. Um, I was wondering if there'd be any possible way to get my insurance changed? Because I have maintenance medications and the plan that you guys put me on does not cover that. May I have the last 40 years of your Social so I can pull up your file? 8326. 8326? 8326, yes. Mr. Klein, for security reasons, I just want to make sure we are in the correct file. Can you please verify your complete address and date of birth? Date of birth is 6/6/'91. Address is 17320 Tyler Station Meadows Way, Virginia... or Beaverdam, Virginia 23015. Thank you for the information. We have a telephone number on file. Uh, 484-995-8911 and- That's correct. ... 392729 at gmail.com is your email? Yes. So, let's see here. So you know that your plan has a prescription plan included, right? Yes, but it doesn't cover maintenance medications. It only covers like smoking and stuff like that. It doesn't cover what I need it to cover. So through FreeRx it's not covered? Not with what I have, no. Okay. So because they have a p- a... Well, it has a plan called FreeRx that you have to register online in, in order to receive your, your medication. Um, so you haven't registered in, to any of that for your prescription? I have not, no. No. So what I'm gonna do, I'm gonna email you a "How to register for your, um, FreeRx." In there, when you go to the website, you will be able to see if they cover your medication. You don't have to p- um, let me check. Because if you're doing it just for, with this Alexera, which is another part of medication you could get which is only for preventive care, then that might be the reason it's not being covered. Um, let me... Because you will not be able to change your plan at this time. But I'm, uh... Go online. They also have a, a s- um, medication that you could search for your medication. You'll be able to see it right away if, if it's gonna be covered or not. Well, I, I know none of my medications are covered because I tried getting it at the pharmacy and it was over a thousand dollars. So... And they are not generic? They're not what? I- are they generic? They are, yes. Okay. So I did send you the information. I don't know if you want to give it a try. Um, but unfortunately, you cannot change your plan and for medication, um, so FreeRx will be your best bet. And it's already included on your plan. Well, if it's already included on my pr- plan, why am I not, why is my medications not covered? I've... You have to register online in order to be able to use your benefits for FreeRx. I sent you the email. It's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. All right. All right, thank you very much. All right, thank you. Have a great rest of this day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Um, yes, hi. This is Kenneth Klein. Um, I'm working through, with surge. Um, I was wondering if there'd be any possible way to get my insurance changed? Because I have maintenance medications and the plan that you guys put me on does not cover that.

Speaker speaker\_0: May I have the last 40 years of your Social so I can pull up your file?

Speaker speaker\_1: 8326.

Speaker speaker\_0: 8326?

Speaker speaker\_1: 8326, yes.

Speaker speaker\_0: Mr. Klein, for security reasons, I just want to make sure we are in the correct file. Can you please verify your complete address and date of birth?

Speaker speaker\_1: Date of birth is 6/6/'91. Address is 17320 Tyler Station Meadows Way, Virginia... or Beaverdam, Virginia 23015.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file. Uh, 484-995-8911 and-

Speaker speaker\_1: That's correct.

Speaker speaker\_0: ... 392729 at gmail.com is your email?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So, let's see here. So you know that your plan has a prescription plan included, right?

Speaker speaker\_1: Yes, but it doesn't cover maintenance medications. It only covers like smoking and stuff like that. It doesn't cover what I need it to cover.

Speaker speaker\_0: So through FreeRx it's not covered?

Speaker speaker\_1: Not with what I have, no.

Speaker speaker\_0: Okay. So because they have a p- a... Well, it has a plan called FreeRx that you have to register online in, in order to receive your, your medication. Um, so you haven't registered in, to any of that for your prescription?

Speaker speaker\_1: I have not, no.

Speaker speaker\_0: No. So what I'm gonna do, I'm gonna email you a "How to register for your, um, FreeRx." In there, when you go to the website, you will be able to see if they cover your medication. You don't have to p- um, let me check. Because if you're doing it just for, with this Alexera, which is another part of medication you could get which is only for preventive care, then that might be the reason it's not being covered. Um, let me... Because you will not be able to change your plan at this time. But I'm, uh... Go online. They also have a, a s- um, medication that you could search for your medication. You'll be able to see it right away if, if

it's gonna be covered or not.

Speaker speaker\_1: Well, I, I know none of my medications are covered because I tried getting it at the pharmacy and it was over a thousand dollars. So...

Speaker speaker\_0: And they are not generic?

Speaker speaker\_1: They're not what?

Speaker speaker\_0: I- are they generic?

Speaker speaker\_1: They are, yes.

Speaker speaker\_0: Okay. So I did send you the information. I don't know if you want to give it a try. Um, but unfortunately, you cannot change your plan and for medication, um, so FreeRx will be your best bet. And it's already included on your plan.

Speaker speaker\_1: Well, if it's already included on my pr- plan, why am I not, why is my medications not covered?

Speaker speaker\_0: I've... You have to register online in order to be able to use your benefits for FreeRx. I sent you the email. It's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_1: All right. All right, thank you very much.

Speaker speaker\_0: All right, thank you. Have a great rest of this day.

Speaker speaker\_1: You too. Bye.