

Transcript: Pamela

Blanc-6013037540196352-4779501466337280

Full Transcript

Thank you for calling Benefits Helpline. This is Pamela speaking. Hello, good afternoon. Um, I have a question. I wanted to find out, because I'm going to be like a new person with this insurance. I wanted to find out where I can see like which medications... I'm sorry, which medications are covered under the insurance? Um, it will depend on the plan that you selected. If it's through, um, American Public Life, it will go through PharmaBill. I could give you the number so you will call and they'll let you know which, um, if the medication- I have the, the VIP Classic one. Is that the same? Yes. It goes through PharmaBill. So I'll give you the number- PharmaBill you said? Yes. Okay. If you want, if you would like I could transfer you to them. They will be able to tell you if it's covered and how much will they be paying, uh, or how much you will be paying. Is it F-A-R-M-A, PharmaBill, B-i? B-a-i-l. Um, can you transfer me? I'm sorry. Yeah, no problem. Wait, before you transfer me, can we look up one thing please? Yes, ma'am. All right, um, my name is... I think you need my name and my, my Social. Your name, your Social, and then name of the- the last four digits and- of your Social, and the name of the staffing agency you work for. Okay, the staffing agency is NOR and my last four Social is 8288. And your first and last name? Esther Deuza. Ms. Deuza, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. June 13th, 1991. Penn Camel Drive, Lambertton, New Jersey, 08046, 08048, sorry. And your email is, I mean, I'm sorry, your phone number is 372-0818 and... Correct. Your email is yes, 013845 at gmail? Correct. And what other information do you need ma'am? Um, is it showing that my insurance is active yet or no? No, we have not received it yet. Okay. Okay. All right. All right. Anything else I could do for you ma'am? No, just transfer over for me please. Sure, just bear with me. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Helpline. This is Pamela speaking.

Speaker speaker_1: Hello, good afternoon. Um, I have a question. I wanted to find out, because I'm going to be like a new person with this insurance. I wanted to find out where I can see like which medications... I'm sorry, which medications are covered under the insurance?

Speaker speaker_0: Um, it will depend on the plan that you selected. If it's through, um, American Public Life, it will go through PharmaBill. I could give you the number so you will call and they'll let you know which, um, if the medication-

Speaker speaker_1: I have the, the VIP Classic one. Is that the same?

Speaker speaker_0: Yes. It goes through PharmaBill. So I'll give you the number-

Speaker speaker_1: PharmaBill you said?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: If you want, if you would like I could transfer you to them. They will be able to tell you if it's covered and how much will they be paying, uh, or how much you will be paying.

Speaker speaker_1: Is it F-A-R-M-A, PharmaBill, B-i?

Speaker speaker_0: B-a-i-l.

Speaker speaker_1: Um, can you transfer me? I'm sorry.

Speaker speaker_0: Yeah, no problem.

Speaker speaker_1: Wait, before you transfer me, can we look up one thing please?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, um, my name is... I think you need my name and my, my Social.

Speaker speaker_0: Your name, your Social, and then name of the- the last four digits and- of your Social, and the name of the staffing agency you work for.

Speaker speaker_1: Okay, the staffing agency is NOR and my last four Social is 8288.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Esther Deuza.

Speaker speaker_0: Ms. Deuza, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: June 13th, 1991. Penn Camel Drive, Lamberton, New Jersey, 08046, 08048, sorry.

Speaker speaker_0: And your email is, I mean, I'm sorry, your phone number is 372-0818 and...

Speaker speaker_1: Correct.

Speaker speaker_0: Your email is yes, 013845 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: And what other information do you need ma'am?

Speaker speaker_1: Um, is it showing that my insurance is active yet or no?

Speaker speaker_0: No, we have not received it yet.

Speaker speaker_1: Okay. Okay. All right.

Speaker speaker_0: All right. Anything else I could do for you ma'am?

Speaker speaker_1: No, just transfer over for me please.

Speaker speaker_0: Sure, just bear with me.

Speaker speaker_1: Thank you.