

## Transcript: Pearl

**Rojas-5431939348512768-4535932062482432**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Pamela Malcolm. And how can I assist you? So, I have a couple of questions actually. So, I am new to your insurance. Um, I'm trying to find out, I guess, any information I can. Do you... Are there, other than FreeRx, are there prescription coverages on our plan? The, mm, medical plans have, um, coverage through... Give me one second. And you're currently enrolled, do you know what plan you're... You have? Um, I don't think so. For sure. What is the name of the staff agency you work for? Um, Doherty. And the last four digits of your Social? So, and that's what I... That's part of my other question. When I log into my, um, profile online, it has a different pro- uh, my last four of my Social are incorrect. So, I don't know what it is. Okay, what are the- And this is... The last four that it shows is 2707. But that's not what it is. Give me one moment. Okay, um, verify your address and date of birth for me. 1783 155th Avenue Northwest, Andover, Minnesota, 55304. One 30-69. Okay, um, I have your phone number as 763-202-5784. Yep. And your, your email address as pammalcolm@rockymill.com? Yep. Let me give you one moment. Okay. Okay, so looks like we did, we were made aware of the error, and okay, so this is the wrong account. What are the f- the, uh, correct four of your Social? Two- 2706. All righty. And all that information is the same. All righty, let's see here. This is the right one. Okay, um, hmm, mm-hmm, mm. Did you try to, to re-register with the correct Social? Oh, it's gonna say your email is wrong. Um- I did. Well, and when I called last week, um, there were two accounts listing, and now there's only one. But... And the one of 'em had the correct Social and one didn't. So, I'm not sure what... But the person I talked to said, "Yep, we're aware of it and we're fixing it." And then, now one... It only shows one, but it has the wrong Social, so... Yeah, 'cause they did, they did, um, we were, we were made aware that there, there was two sh- two files for you, and then they did, um, do the enrollment on the correct one. Let me go ahead and send a... I'm probably just gonna re-fold and reach out to our support, um, and see if we can get that account with the wrong Social deleted. That way you can re-register with the correct Social and your email 'cause if you try to re-, if you try to register with your email with the correct Social, it's gonna say your email's in use. Um, so just give me one moment while I reach out. Okay. Thank you so much for holding, Ms. Malcolm. So I did go ahead and get that, um, I did go ahead and get that sent so they can get that fixed or give us further instruction on that. It may take, um, a, a day or two, 24 to 48 to actually get a response. Um, but as far as your prescription coverage, you do have that FreeRx. And then with your VIP Standard, you do have coverage through a company called... Um... Somebody called... 'Cause FreeRx apparently doesn't do anything for any of... They only do like, um, like combo medications. They are not like for regular prescriptions. So I'm paying for that and I'm not even able to get any of that, so... And you've,

you've, um, called them and s- and asked about your specific prescriptions? I did, yes. I'd, I'd just been on the phone with them all, this whole time, and there's... They don't have anything that... They said that they only work on like combo pro- combo drugs, like ones that aren't ordinary to anybody. So that's why I'm curious as to how I actually get, um, prescription benefits. Okay, so you actually have coverage through Pharmavail as well. What is it called? And I can... Pharmavail. And I can give you that information. Give me one sec. I can give you the... A phone number to them, um, and you'll be able to see about the prescriptions through them. Okay. That's 800-933-3734. Okay. Do they have a website? Yes, they do. Um, actually, I'm sorry. They do not. No, they just have that phone number. Um, yeah, they just have that phone number. Hmm. Okay. Um, and do I have like an ID number or anything like that? I've been trying to do like email ID card and it doesn't let me. It just says, "The digital ID card is not yet available." So I haven't been able to get like, uh, a... I haven't gotten any like information really. Yep, 'cause your coverage just became active today, so your cards won't be ready yet. Um, if you'd like, you can give us a call about Wednesday. They should have a virtual copy ready. Um, but today they... We just received the deduction, so they're starting the process of making your account and your policy numbers and all that information. Really? You just received the deduction? Mm-hmm. Huh. Okay. Um, and can you spell that name of that pharmacy again? Pharma... Of course, it is... Wait here. It is P-H-A-R-M-A-V-E-A-I-L. V-A-I-L? Okay. And now, so once, um... So will I actually get like a pa- packet mailed out to me or anything explaining anything or? I can send you a copy of the benefit guide that'll show your coverage. Um, and then your m- card will go to your email. Your medical card will go to your email. Okay. I, I don't need the benefits guide. I have that online. I just thought maybe there was something else, but, um, okay. I'll wait for that to happen. Thank you. All right. Thank you so much for calling again. Have a great day. Do you, can you... Do you... I'm sorry. Do you know what policy I have? Is that one decent or should I be having something else instead? Um, so there's only one plan, one medical plan offered through, through, um, Doherty. Okay, so it's the... That VIP Standard is what it says and that's just what I need to have? Yep, that's your medical plan. Okay. All right. Thank you. No problem. Thank you so much for calling again. All right. Have a great day. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker\_2: Pamela Malcolm.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: So, I have a couple of questions actually. So, I am new to your insurance. Um, I'm trying to find out, I guess, any information I can. Do you... Are there, other than FreeRx, are there prescription coverages on our plan?

Speaker speaker\_1: The, mm, medical plans have, um, coverage through... Give me one second. And you're currently enrolled, do you know what plan you're... You have?

Speaker speaker\_2: Um, I don't think so.

Speaker speaker\_1: For sure. What is the name of the staff agency you work for?

Speaker speaker\_2: Um, Doherty.

Speaker speaker\_1: And the last four digits of your Social?

Speaker speaker\_2: So, and that's what I... That's part of my other question. When I log into my, um, profile online, it has a different pro- uh, my last four of my Social are incorrect. So, I don't know what it is.

Speaker speaker\_1: Okay, what are the-

Speaker speaker\_2: And this is... The last four that it shows is 2707. But that's not what it is.

Speaker speaker\_1: Give me one moment. Okay, um, verify your address and date of birth for me.

Speaker speaker\_2: 1783 155th Avenue Northwest, Andover, Minnesota, 55304. One 30-69.

Speaker speaker\_1: Okay, um, I have your phone number as 763-202-5784.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And your, your email address as pammalcolm@rockymill.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Let me give you one moment. Okay. Okay, so looks like we did, we were made aware of the error, and okay, so this is the wrong account. What are the f- the, uh, correct four of your Social?

Speaker speaker\_2: Two- 2706.

Speaker speaker\_1: All righty. And all that information is the same. All righty, let's see here. This is the right one. Okay, um, hmm, mm-hmm, mm. Did you try to, to re-register with the correct Social? Oh, it's gonna say your email is wrong. Um-

Speaker speaker\_2: I did. Well, and when I called last week, um, there were two accounts listing, and now there's only one. But... And the one of 'em had the correct Social and one didn't. So, I'm not sure what... But the person I talked to said, "Yep, we're aware of it and we're fixing it." And then, now one... It only shows one, but it has the wrong Social, so...

Speaker speaker\_1: Yeah, 'cause they did, they did, um, we were, we were made aware that there, there was two sh- two files for you, and then they did, um, do the enrollment on the correct one. Let me go ahead and send a... I'm probably just gonna re-fold and reach out to our support, um, and see if we can get that account with the wrong Social deleted. That way you can re-register with the correct Social and your email 'cause if you try to re-, if you try to register with your email with the correct Social, it's gonna say your email's in use. Um, so just

give me one moment while I reach out.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you so much for holding, Ms. Malcolm. So I did go ahead and get that, um, I did go ahead and get that sent so they can get that fixed or give us further instruction on that. It may take, um, a, a day or two, 24 to 48 to actually get a response. Um, but as far as your prescription coverage, you do have that FreeRx. And then with your VIP Standard, you do have coverage through a company called... Um...

Speaker speaker\_2: Somebody called... 'Cause FreeRx apparently doesn't do anything for any of... They only do like, um, like combo medications. They are not like for regular prescriptions. So I'm paying for that and I'm not even able to get any of that, so...

Speaker speaker\_1: And you've, you've, um, called them and s- and asked about your specific prescriptions?

Speaker speaker\_2: I did, yes. I'd, I'd just been on the phone with them all, this whole time, and there's... They don't have anything that... They said that they only work on like combo pro- combo drugs, like ones that aren't ordinary to anybody. So that's why I'm curious as to how I actually get, um, prescription benefits.

Speaker speaker\_1: Okay, so you actually have coverage through Pharmavail as well.

Speaker speaker\_2: What is it called?

Speaker speaker\_1: And I can... Pharmavail. And I can give you that information. Give me one sec. I can give you the... A phone number to them, um, and you'll be able to see about the prescriptions through them.

Speaker speaker\_2: Okay.

Speaker speaker\_1: That's 800-933-3734.

Speaker speaker\_2: Okay. Do they have a website?

Speaker speaker\_1: Yes, they do. Um, actually, I'm sorry. They do not. No, they just have that phone number. Um, yeah, they just have that phone number.

Speaker speaker\_2: Hmm. Okay. Um, and do I have like an ID number or anything like that? I've been trying to do like email ID card and it doesn't let me. It just says, "The digital ID card is not yet available." So I haven't been able to get like, uh, a... I haven't gotten any like information really.

Speaker speaker\_1: Yep, 'cause your coverage just became active today, so your cards won't be ready yet. Um, if you'd like, you can give us a call about Wednesday. They should have a virtual copy ready. Um, but today they... We just received the deduction, so they're starting the process of making your account and your policy numbers and all that information.

Speaker speaker\_2: Really? You just received the deduction?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Huh. Okay. Um, and can you spell that name of that pharmacy again? Pharma...

Speaker speaker\_1: Of course, it is... Wait here. It is P-H-A-R-M-A-V-E-A-I-L.

Speaker speaker\_2: V-A-I-L? Okay. And now, so once, um... So will I actually get like a packet mailed out to me or anything explaining anything or?

Speaker speaker\_1: I can send you a copy of the benefit guide that'll show your coverage. Um, and then your m- card will go to your email. Your medical card will go to your email.

Speaker speaker\_2: Okay. I, I don't need the benefits guide. I have that online. I just thought maybe there was something else, but, um, okay. I'll wait for that to happen. Thank you.

Speaker speaker\_1: All right. Thank you so much for calling again. Have a great day.

Speaker speaker\_2: Do you, can you... Do you... I'm sorry. Do you know what policy I have? Is that one decent or should I be having something else instead?

Speaker speaker\_1: Um, so there's only one plan, one medical plan offered through, through, um, Doherty.

Speaker speaker\_2: Okay, so it's the... That VIP Standard is what it says and that's just what I need to have?

Speaker speaker\_1: Yep, that's your medical plan.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling again.

Speaker speaker\_2: All right.

Speaker speaker\_1: Have a great day.

Speaker speaker\_2: Bye.