

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who does it say you're speaking with? This is Timothy Way. And how can I assist you? Yes, we recently, um, acquired insurance through my company- Oh, I see. ... and I'm trying to get answers on a medication that my wife desperately needs for her diabetes and I can't get a straight answer from who I've been calling around on. Not you. But to get a straight answer on whether or not it covers it or how much it covers. I tried to get the highest plan I could get through my company and it, it doesn't seem like it's gonna cover her medicine for diabetes. Is there anyone I you can help me with that? Okay. What is the name of the staff agency? Of course, what's the name of the staff agency you work for? Uh, MAU. And the last four digits of your Social? 6211. Okay, bear with me one moment. And if you can confirm your address and date of birth. It's 1594 Race Path Church Road, Mooresboro, North Carolina, 28114. And your date of birth? And my date of birth is 7-1-69. All righty. I have your phone number as 864-525-3788. Yes, ma'am. And I have your email address at tycathcat@yahoo.com. That's correct. Okay, let's take a look here. Okay, so it looks like you have prescription coverage under PharmaVail and Elixir. And who have you, uh, spoke with already? Um, we've called several numbers that I was given on our booklet that came from MAU for the, for the benefits plan here. I don't know who all these people are, but they're supposed to be benefits coverage people numbers that we were given and it's... I don't know. We've called so many numbers I don't even know which one's which, but they're telling me that, um, something about if it's a name-brand drug that we- we're, we have to cover 100% of it or something, and there's no generic for this medicine. And she is diabetic and she's been without her medicine for a good while now. It's getting, it's getting on a dangerous level. Okay, it could be that you're talking to PharmaVail because they're the ones that cover on the \$10, \$20 and \$30 generic level. Let me get you over to Elixir- And that's who I wanted to talk to. Yeah, so let me go ahead and get you over to Elixir just to see if you guys have coverage under them as well for, for prescriptions and see if they can give you any assistance with that medication. Okay? Thank you. No problem. Bear with me one moment while I get you transferred. Thank you. Okay, 911, what's going on? Oh, I'm gone. Oh, okay.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who does it say you're speaking with?

Speaker speaker_1: This is Timothy Way.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, we recently, um, acquired insurance through my company-

Speaker speaker_0: Oh, I see.

Speaker speaker_1: ... and I'm trying to get answers on a medication that my wife desperately needs for her diabetes and I can't get a straight answer from who I've been calling around on. Not you. But to get a straight answer on whether or not it covers it or how much it covers. I tried to get the highest plan I could get through my company and it, it doesn't seem like it's gonna cover her medicine for diabetes. Is there anyone I you can help me with that?

Speaker speaker_0: Okay. What is the name of the staff agency? Of course, what's the name of the staff agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 6211.

Speaker speaker_0: Okay, bear with me one moment. And if you can confirm your address and date of birth.

Speaker speaker_1: It's 1594 Race Path Church Road, Mooresboro, North Carolina, 28114.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: And my date of birth is 7-1-69.

Speaker speaker_0: All righty. I have your phone number as 864-525-3788.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address at tycathcat@yahoo.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, let's take a look here. Okay, so it looks like you have prescription coverage under PharmaVail and Elixir. And who have you, uh, spoke with already?

Speaker speaker_1: Um, we've called several numbers that I was given on our booklet that came from MAU for the, for the benefits plan here. I don't know who all these people are, but they're supposed to be benefits coverage people numbers that we were given and it's... I don't know. We've called so many numbers I don't even know which one's which, but they're telling me that, um, something about if it's a name-brand drug that we- we're, we have to cover 100% of it or something, and there's no generic for this medicine. And she is diabetic and she's been without her medicine for a good while now. It's getting, it's getting on a dangerous level.

Speaker speaker_0: Okay, it could be that you're talking to PharmaVail because they're the ones that cover on the \$10, \$20 and \$30 generic level. Let me get you over to Elixir-

Speaker speaker_1: And that's who I wanted to talk to.

Speaker speaker_0: Yeah, so let me go ahead and get you over to Elixir just to see if you guys have coverage under them as well for, for prescriptions and see if they can give you any assistance with that medication. Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Bear with me one moment while I get you transferred.

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay, 911, what's going on?

Speaker speaker_1: Oh, I'm gone.

Speaker speaker_2: Oh, okay.