

Transcript: Pearl

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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 do I have the pleasure of speaking with? Uh, my name is Ashley. And how can I assist you? Uh, I'm, I guess I'm trying to activate my insurance or see how it works, like what coverage I have. Okay. What's the name of the staffing agency you work for? Um, Clinical Resources. And the last four digits of your social? 4994. Okay. And if you can verify your address and date of birth for me. Um, my address is 4001 East 7th Avenue, Apartment 924, Tampa, Florida 33602. Date of birth is June 13th, 1985. All righty. Bear with me one moment. And have your phone number as 407-288-3524? Yes. And have your email address as ashleysierra16@yahoo.com? Mm-hmm. Okay. So I currently have you with the MEC TelRx plan, which is preventative health, plus VRX coverage. Okay. Um, so do, how do I know like... So there's no co-pays or anything like that? No, there is no co-pays or deductibles as long as you, you, you do use a provider in the network. Um, and then with VRX you would just go to vrx.com and you would go to where it says Member Portal and register there. Once you register there and confirm and verify your email, you'll be able to see your card to use that prescription coverage. Okay. Um, so with this will I be able to do the Lyric online once I... It keeps telling me like basically I'm not a member and to call something. Okay. Bear with me one moment. Excuse me. Okay, so... Okay, bear with me one moment. I'm going to place you on a brief hold. Okay. Thank you so much for holding, Ms. Washington. So yes, taking a look here for services, I can give you, um, the website where you will register and go through the steps we, um, on. Um, and then if you'd like- Okay. ... I can send you a copy of the benefit guide and it will tell you all the specific information about that part of made care, virtual part made care. Okay, sure. Okay. Whenever you're ready I can give you that website. I'm ready. It's virtualcare.benefitsinacard.com. You said ".benefitsinacard"? Yes. Okay. And then I'm going to send you- Hello? ... the guide. Yes. Oh, okay. Um, I'm going to send you a copy of the benefit guide and it's on page six with the actual number six on it. Um, and it shows you, um, all kinds of information regarding that plan. Okay? Okay. Do you have any other questions? No, that was it. Thank you so much for calling. You have a great day. Thank you.

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 do I have the pleasure of speaking with?

Speaker speaker_2: Uh, my name is Ashley.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I'm, I guess I'm trying to activate my insurance or see how it works, like what coverage I have.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Um, Clinical Resources.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 4994.

Speaker speaker_1: Okay. And if you can verify your address and date of birth for me.

Speaker speaker_2: Um, my address is 4001 East 7th Avenue, Apartment 924, Tampa, Florida 33602. Date of birth is June 13th, 1985.

Speaker speaker_1: All righty. Bear with me one moment. And have your phone number as 407-288-3524?

Speaker speaker_2: Yes.

Speaker speaker_1: And have your email address as ashleysierra16@yahoo.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So I currently have you with the MEC TelRx plan, which is preventative health, plus VRX coverage.

Speaker speaker_2: Okay. Um, so do, how do I know like... So there's no co-pays or anything like that?

Speaker speaker_1: No, there is no co-pays or deductibles as long as you, you, you do use a provider in the network. Um, and then with VRX you would just go to vrx.com and you would go to where it says Member Portal and register there. Once you register there and conf- and verify your email, you'll be able to see your card to use that prescription coverage.

Speaker speaker_2: Okay. Um, so with this will I be able to do the Lyric online once I... It keeps telling me like basically I'm not a member and to call something.

Speaker speaker_1: Okay. Bear with me one moment. Excuse me. Okay, so... Okay, bear with me one moment. I'm going to place you on a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding, Ms. Washington. So yes, taking a look here *f* services, I can give you, um, the website where you will register and go through the steps we, um, on. Um, and then if you'd like-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I can send you a copy of the benefit guide and it will tell you all the specific information about that part of made care, virtual part made care.

Speaker speaker_2: Okay, sure.

Speaker speaker_1: Okay. Whenever you're ready I can give you that website.

Speaker speaker_2: I'm ready.

Speaker speaker_1: It's virtualcare.benefitsinacard.com.

Speaker speaker_2: You said ".benefitsinacard"?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: And then I'm going to send you-

Speaker speaker_2: Hello?

Speaker speaker_1: ... the guide. Yes.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, I'm going to send you a copy of the benefit guide and it's on page six with the actual number six on it. Um, and it shows you, um, all kinds of information regarding that plan. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any other questions?

Speaker speaker_2: No, that was it.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you.