

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■Hus- Who this call- This is Amanda Carver. And how can I assist you? And how can I assist you? Yes. Um, I, um, I need help on signing up for, for my benefits. Okay, what's the name of the staffing agency you work for? Ma'am? What's the name of the staffing agency you work for? EMI Staffing. EMI? Yes, ma'am, EMI Staffing. Okay, don't have a staffing agency with that name. That's where you applied? Ah, I, I, I was sent a text message with a link to, to the website for... it says Temp Staff. Okay, Temp Staff. I'm going to have... what are the last four digits of your Social? 587-57-9256. 925... 5-8, okay. And if you can confirm your address and date of birth. 11/26/1975. And your address. Um, 5078 Mississippi, Carrollton, Mississippi, 38917. I'm sorry, 5078 Mississippi Highway 17, Car- Carrollton, Mississippi, 38917. Okay, and I have your phone number as 662-457-7947? Yes, ma'am. And I have your email address as carvermandy743@gmail.com? Uh, Mandy, it's Mandy Carver, uh-huh. Okay, bear with me. Like I said, do have that you're enrolled in the VIP Standard and Vision, um, and your coverage is currently active. Okay, um, well, what is, what is this FreeRx that I... because I went to get my insulin yest- my, my Ozempic, um, pen yesterday and it was like eight hundred- it's going to be like \$800. Okay, um, so I don't have you enrolled in FreeRx. Your medical plan does have some prescription coverage but you're not enrolled in FreeRx. Okay, so that's what I'm saying is like I'm on two medications. One is VRAYLOR that's s- I'm on eight different medications. One medi- one of my medications is \$1,600 and then the other medication is like \$1,600 and that's my Ozempic pen, it's one of them, and then the other one is VRAYLOR. Do, what can I roll, what can I enroll in for that to, for, you know, for my insurance to help me with that? Um, you can go to freerx.com and see if those are covered under FreeRx before you enroll in them, re-enroll in it. Um, did you try giving your medical card when you went to the pharmacy? Um, I don't, I don't think I've got my medical card in the mail, but I, I don't... but then again, I don't know because I haven't looked. It would have been sent to your email. Oh, well, then I haven't gotten them, I haven't gotten my... I haven't gotten an email from, from anybody about my insurance. Okay, bear with me one moment. Okay, so I am able to download your card and send it to you via email. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder. Okay. All right. So, so what you're saying is I go to my email and try to sign up for FreeRx? No, what I'm sending you is your medical ID card. That card, um, you do have to That's sending me- have a prescription- ... my medical card? You're sending me my medical card, where I can give to the pharmacist? Yes. To see if it, if it covers, um, anything on those two prescriptions you have and then before you actually enroll in FreeRx, you can go to their website and see if your medications are covered and then if they are you can, um, enroll. It takes about one to two weeks to start that, um, coverage but if they're covered then

you'll, you know they'll be covered. All right, so if it's not covered then I, then go there and try to get it and try to enroll in it? If showing your medical- Is that what you're telling me? If showing your medical card, it doesn't help, go to freerx.com and there's a drug, um, there's a, a drug finder tool. You'll put in the name of the medication that you're taking and if it shows covered, it will show you if it's covered or not, and then if it, it is covered, you can call us back and enroll in that plan. Um, and then if it's not covered, I mean, you wouldn't want to enroll in it, so... So, I can get a... All right, so I'm going to freeRx right now. FreeRx.com, yes. All right. Free prescription help, medication assistance. All right. Um, Rx Assistance Program. Okay. Are you, are your medications costing too much? You may qualify. Fill out the brief form below for a free qualification. Do I need to fill that out? No. Just go to the top where it says, it should say drug search or drug, uh, yeah, I believe it says drug search. Give me one second, let me get to that page. Patient Assistance. Patient Assistance. Um, so where it says Search and Locate on the top, you'll go, you'll hover over it or click on it and then, um, it says Drug Search and you'll click on there and then put in the name of your- Okay. Well, I don't see, I don't, I don't, I don't see Drug Search. I see Rx Assistant Program. And I see, "Are your medications costing too much?" And then I see, "Fill out the brief form below for a free qualification." Y- and then it says, "Do your prescriptions cost over \$100 a month? We can help." And it says, "Patient Assistance," and one, two, three. Um... And you're going to freeRx, right? Uh-huh. I went to freeRx and then it says, it says, "Rx Assistance Program." No. When you go to freeRx.com, it should pop up freeRx.com, um... Here, let me try it again. FreeRx.com. FreeRx. "Free Rx makes unlimited prescriptions. Join our Rx savings club." FreeRx, freeRx.com. ■m trying... "Get unlimited prescriptions and, and telehealth for only \$29 a month." Um, is that what- Right under that it should say, "Search your medicat- search your medication." Search your medication. Okay, gotcha. I see it now. And I'm sorry, your email, is it mandycaver4743 or- It's Mand- it's Amanda Carver, 7... uh, 45... 662-457-7947. Um, I meant your email. Oh. My email is carver, C-A-R-V-E-R, mandy743@gmail.com. Okay. All right, so I sent your medical card so that you can use that, and then, um, if you just search your medication to see if they are covered or not, and then you'll be able to add that on. You have until the end of this month to do that. All right. It says it's not covered on here. Uh, well, I don't see it. I put in Ozempic again. O-Z-E-M-P-I-C. Find your meds now. It says... I can't find... It says... Yeah. Um. So- "Lowest cost insulin on the market." All right. So what else should I put i- just try to put something else in? I mean, if you have other medications, you can see if the other ones are covered. Um... I put Wegovy in too, and that's not... It says, "We couldn't find any results for Wegovy." All right. So it doesn't cover those two? It, um... I can... Let me get you over to the department that they'll be a- you'll be able to tell them, um, and speak with someone instead of having to, instead of trying to look for it online. Okay. All right. Okay. Is there anything else I can assist you with today? Ma'am? Is there anything else I can assist you with today? No, ma'am. But my card is in my email? Yes, ma'am. Okay. Thank you. Thank you so much for calling. You have a great day. All right. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■Hus-

Speaker speaker_1: Who this call-

Speaker speaker_2: This is Amanda Carver.

Speaker speaker_0: And how can I assist you? And how can I assist you?

Speaker speaker_2: Yes. Um, I, um, I need help on signing up for, for my benefits.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: Ma'am?

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_2: EMI Staffing.

Speaker speaker_0: EMI?

Speaker speaker_2: Yes, ma'am, EMI Staffing.

Speaker speaker_0: Okay, don't have a staffing agency with that name. That's where you applied?

Speaker speaker_2: Ah, I, I, I was sent a text message with a link to, to the website for... it says Temp Staff.

Speaker speaker_0: Okay, Temp Staff. I'm going to have... what are the last four digits of your Social?

Speaker speaker_2: 587-57-9256.

Speaker speaker_0: 925... 5-8, okay. And if you can confirm your address and date of birth.

Speaker speaker_2: 11/26/1975.

Speaker speaker_0: And your address.

Speaker speaker_2: Um, 5078 Mississippi, Carrollton, Mississippi, 38917. I'm sorry, 5078 Mississippi Highway 17, Car- Carrollton, Mississippi, 38917.

Speaker speaker_0: Okay, and I have your phone number as 662-457-7947?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And I have your email address as carvermandy743@gmail.com?

Speaker speaker_2: Uh, Mandy, it's Mandy Carver, uh-huh.

Speaker speaker_0: Okay, bear with me. Like I said, do have that you're enrolled in the VIP Standard and Vision, um, and your coverage is currently active.

Speaker speaker_2: Okay, um, well, what is, what is this FreeRx that I... because I went to get my insulin yest- my, my Ozempic, um, pen yesterday and it was like eight hund- it's going to be like \$800.

Speaker speaker_0: Okay, um, so I don't have you enrolled in FreeRx. Your medical plan does have some prescription coverage but you're not enrolled in FreeRx.

Speaker speaker_2: Okay, so that's what I'm saying is like I'm on two medications. One is VRAYLOR that's s- I'm on eight different medications. One medi- one of my medications is \$1,600 and then the other medication is like \$1,600 and that's my Ozempic pen, it's one of them, and then the other one is VRAYLOR. Do, what can I roll, what can I enroll in for that to, for, you know, for my insurance to help me with that?

Speaker speaker_0: Um, you can go to freerx.com and see if those are covered under FreeRx before you enroll in them, re-enroll in it. Um, did you try giving your medical card when you went to the pharmacy?

Speaker speaker_2: Um, I don't, I don't think I've got my medical card in the mail, but I, I don't... but then again, I don't know because I haven't looked.

Speaker speaker_0: It would have been went to your email.

Speaker speaker_2: Oh, well, then I haven't gotten them, I haven't gotten my... I haven't gotten an email from, from anybody about my insurance.

Speaker speaker_0: Okay, bear with me one moment. Okay, so I am able to download your card and send it to you via email. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder.

Speaker speaker_2: Okay. All right. So, so what you're saying is I go to my email and try to sign up for FreeRx?

Speaker speaker_0: No, what I'm sending you is your medical ID card. That card, um, you do have to

Speaker speaker_3: That's sending me-

Speaker speaker_0: have a prescription-

Speaker speaker_3: ... my medical card? You're sending me my medical card, where I can give to the pharmacist?

Speaker speaker_0: Yes. To see if it, if it covers, um, anything on those two prescriptions you have and then before you actually enroll in FreeRx, you can go to their website and see if your medications are covered and then if they are you can, um, enroll. It takes about one to two weeks to start that, um, coverage but if they're covered then you'll, you know they'll be covered.

Speaker speaker_2: All right, so if it's not covered then I, then go there and try to get it and try to enroll in it?

Speaker speaker_0: If showing your medical-

Speaker speaker_2: Is that what you're telling me?

Speaker speaker_0: If showing your medical card, it doesn't help, go to freerx.com and there's a drug, um, there's a, a drug finder tool. You'll put in the name of the medication that you're taking and if it shows covered, it will show you if it's covered or not, and then if it, it is covered, you can call us back and enroll in that plan. Um, and then if it's not covered, I mean, you wouldn't want to enroll in it, so...

Speaker speaker_2: So, I can get a... All right, so I'm going to freeRx right now.

Speaker speaker_0: FreeRx.com, yes.

Speaker speaker_2: All right. Free prescription help, medication assistance. All right. Um, Rx Assistance Program. Okay. Are you, are your medications costing too much? You may qualify. Fill out the brief form below for a free qualification. Do I need to fill that out?

Speaker speaker_0: No. Just go to the top where it says, it should say drug search or drug, uh, yeah, I believe it says drug search. Give me one second, let me get to that page.

Speaker speaker_2: Patient Assistance. Patient Assistance.

Speaker speaker_0: Um, so where it says Search and Locate on the top, you'll go, you'll hover over it or click on it and then, um, it says Drug Search and you'll click on there and then put in the name of your-

Speaker speaker_2: Okay. Well, I don't see, I don't, I don't, I don't see Drug Search. I see Rx Assistant Program. And I see, "Are your medications costing too much?" And then I see, "Fill out the brief form below for a free qualification." Y- and then it says, "Do your prescriptions cost over \$100 a month? We can help." And it says, "Patient Assistance," and one, two, three. Um...

Speaker speaker_0: And you're going to freeRx, right?

Speaker speaker_2: Uh-huh. I went to freeRx and then it says, it says, "Rx Assistance Program."

Speaker speaker_0: No. When you go to freeRx.com, it should pop up freeRx.com, um...

Speaker speaker_2: Here, let me try it again. FreeRx.com. FreeRx. "Free Rx makes unlimited prescriptions. Join our Rx savings club." FreeRx, freeRx.com. ■m trying... "Get unlimited prescriptions and, and telehealth for only \$29 a month." Um, is that what-

Speaker speaker_0: Right under that it should say, "Search your medicat- search your medication."

Speaker speaker_2: Search your medication. Okay, gotcha. I see it now.

Speaker speaker_0: And I'm sorry, your email, is it mandycaver4743 or-

Speaker speaker_2: It's Mand- it's Amanda Carver, 7... uh, 45... 662-457-7947.

Speaker speaker_0: Um, I meant your email.

Speaker speaker_2: Oh. My email is carver, C-A-R-V-E-R, mandy743@gmail.com.

Speaker speaker_0: Okay. All right, so I sent your medical card so that you can use that, and then, um, if you just search your medication to see if they are covered or not, and then you'll be able to add that on. You have until the end of this month to do that.

Speaker speaker_2: All right. It says it's not covered on here. Uh, well, I don't see it. I put in Ozempic again. O-Z-E-M-P-I-C. Find your meds now. It says... I can't find... It says... Yeah. Um.

Speaker speaker_0: So-

Speaker speaker_2: "Lowest cost insulin on the market." All right. So what else should I put i- just try to put something else in?

Speaker speaker_0: I mean, if you have other medications, you can see if the other ones are covered.

Speaker speaker_2: Um... I put Wegovy in too, and that's not... It says, "We couldn't find any results for Wegovy." All right. So it doesn't cover those two?

Speaker speaker_0: It, um... I can... Let me get you over to the department that they'll be a- you'll be able to tell them, um, and speak with someone instead of having to, instead of trying to look for it online.

Speaker speaker_2: Okay. All right.

Speaker speaker_0: Okay. Is there anything else I can assist you with today?

Speaker speaker_2: Ma'am?

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_2: No, ma'am. But my card is in my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_2: All right. You too.