

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, Victoria. Excuse me. My name is Gwen Bell and I just, uh, recently enrolled into y'all, uh, insurance. Um, and I was calling to see when is my insurance gonna be in effect? Um, so it typically, once you see that first deduction come out of your check, it starts the following Monday. Okay, 'cause I do see it come out of my check last week. Okay. I can- And that paid on Wednesday. Okay, if you'd like, I can pull up your file to verify. Oh, that's helpful. What's the name of the agency you work for? Brown. All right, and the last four of your Social? 0396. Okay. And I, I'm sorry, your first and last name again? Gwen, Gwendolyn Bell. Okay. Do you mind verifying your address and date of birth? 2810 Florence Drive, Parkland Hill, Kentucky 42240. Uh, what was the other question? Mm-hmm. Date of birth, 3/29/1975. Yeah. Okay, perfect. And then phone number, 890-3068? Yes, ma'am. And then email is ghbells329@gmail? Mm-hmm. Okay. So it looks like, yes, your coverage just became active yesterday, so you should be receiving the ID cards within the next seven to ten business days. Mm-hmm. Um, the medical, or I'm sorry, the preventative medical, dental and vision all are going to be mailed to you, but also keep an eye on your email for the non-preventative medical ID card. Okay. And as far as, like, medications, um, will this insurance honor, like, discount cards? Because I'm on Mounjaro because I'm diabetic and, uh, my last insurance company was not helping me out with that at all, and I don't have \$1,000 to pay for that medicine a month. Um, and I can actually qualify for discount cards through Mounjaro or GoodRx, but most of the time the insurance won't honor it. Um, that I'm not too sure of. You might want to reach out to the actual insurance carriers to verify that. We're just your administrators. Um, I know with the, the plan that you chose, there is coverage for medications, um, through Pharmavale, which if it is a covered medication, it would be covered at \$10, \$20 or \$30, just depending on the medication itself. Mm-hmm. Okay, so like if I... 'Cause I need some of my medicine now. I can't use it until my cards come in? I would suggest waiting to get your cards because we don't have access to your policy information just yet. It'll take us at least until Thursday or Friday to have access to the policy numbers and ID cards. Okay. Yeah. So it would not actually, like, go to my pharmacy? I'm sorry? I said the information wouldn't automatically go to my pharmacy without showing the card? I'm not aware of it going automatically to your pharmacy. I, I believe typically you have to show the ID card to your pharmacy with that information on it. Okay. Yeah. All right. So you said, uh, s- seven more days I should receive my cards? Yes, and if you want to call us back Thursday or Friday of this week, we should be able to email you digital copies. Okay. Thursday or Friday, okay. All righty then, thank you so much. You're welcome. Have a wonderful day. Thanks, bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_2: Hi, Victoria. Excuse me. My name is Gwen Bell and I just, uh, recently enrolled into y'all, uh, insurance. Um, and I was calling to see when is my insurance gonna be in effect?

Speaker speaker_1: Um, so it typically, once you see that first deduction come out of your check, it starts the following Monday.

Speaker speaker_2: Okay, 'cause I do see it come out of my check last week.

Speaker speaker_1: Okay. I can-

Speaker speaker_2: And that paid on Wednesday.

Speaker speaker_1: Okay, if you'd like, I can pull up your file to verify.

Speaker speaker_2: Oh, that's helpful.

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

Speaker speaker_2: Brown.

Speaker speaker_1: All right, and the last four of your Social?

Speaker speaker_2: 0396.

Speaker speaker_1: Okay. And I, I'm sorry, your first and last name again?

Speaker speaker_2: Gwen, Gwendolyn Bell.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 2810 Florence Drive, Parkland Hill, Kentucky 42240. Uh, what was the other question?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Date of birth, 3/29/1975.

Speaker speaker_1: Yeah. Okay, perfect. And then phone number, 890-3068?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is ghsbell329@gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So it looks like, yes, your coverage just became active yesterday, so you should be receiving the ID cards within the next seven to ten business days.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, the medical, or I'm sorry, the preventative medical, dental and vision all are going to be mailed to you, but also keep an eye on your email for the non-preventative medical ID card.

Speaker speaker_2: Okay. And as far as, like, medications, um, will this insurance honor, like, discount cards? Because I'm on Mounjaro because I'm diabetic and, uh, my last insurance company was not helping me out with that at all, and I don't have \$1,000 to pay for that medicine a month. Um, and I can actually qualify for discount cards through Mounjaro or GoodRx, but most of the time the insurance won't honor it.

Speaker speaker_1: Um, that I'm not too sure of. You might want to reach out to the actual insurance carriers to verify that. We're just your administrators. Um, I know with the, the plan that you chose, there is coverage for medications, um, through Pharmavale, which if it is a covered medication, it would be covered at \$10, \$20 or \$30, just depending on the medication itself.

Speaker speaker_2: Mm-hmm. Okay, so like if I... 'Cause I need some of my medicine now. I can't use it until my cards come in?

Speaker speaker_1: I would suggest waiting to get your cards because we don't have access to your policy information just yet. It'll take us at least until Thursday or Friday to have access to the policy numbers and ID cards.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So it would not actually, like, go to my pharmacy?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I said the information wouldn't automatically go to my pharmacy without showing the card?

Speaker speaker_1: I'm not aware of it going automatically to your pharmacy. I, I believe typically you have to show the ID card to your pharmacy with that information on it.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. So you said, uh, s- seven more days I should receive my cards?

Speaker speaker_1: Yes, and if you want to call us back Thursday or Friday of this week, we should be able to email you digital copies.

Speaker speaker_2: Okay. Thursday or Friday, okay. All righty then, thank you so much.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: Thanks, bye. Bye-bye.