

## Transcript: VICTORIA

**Taylor-4853340743188480-6492583194312704**

### Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi Victoria, how are you? Uh, my name is David Peters. I'm a contractor with Creative Circle, and I have some questions regarding your plan that I would like to enroll in. And I just had a call with my contact person in HR and she said that hopefully my information was sent across to you guys. Okay. Let me try and pull up your file. What's the- Yeah. ... name of the... You said it's Creative Circle? Creative Circle, yes. Okay. And the last four of your Social? That would be one second... 4765. Okay. Uh, first name is David, last name is Peters. Is that P-I-E-T-E-R-S? That is correct. Okay. Uh, do you mind verifying your address and date of birth? 47 Bowling Lane, and date of birth is September 18th, 1985. For the address, the city is Deer Park, state is New York, zip code is- Yes. ... 1129? 729, yeah. All right. And phone number would be the same number you're calling from? That is correct. All right. And then email is going to be first and last name at gmail.com? That is correct. Okay. Um, what type of questions do you have? Um, when I was looking through the PDFs, um, one of my scripts is covered, but another script that I have is not. And I was wondering if it is covered, and maybe it's just an old PDF or I have to sort of pay out of pocket for that. Okay. Um, what plan are you looking at? Are you looking at the FreeRx plan? Um, basically, my most important need are these scripts. Everything else is sort of, I, I don't really need, I just would love to see scripts covered. So I don't know which plan would be best for me to be honest. Initially, I was looking at the, um, Plus Premier or Plus Enhanced, but I don't know. You tell me which one sort of might fit best for my needs. Okay. So I can't suggest any plans unfortunately. Okay. And the reason why I asked if you had one in mind is because they all work differently with prescriptions. Okay. So if you're specifically looking at the FreeRx benefit- Mm-hmm. ... um, you can go onto [freerx.com](https://freerx.com), and there is a way that you can search the medications on the website. Okay. If nothing pops up on the website when you go to search that medication, then it's safe to assume that that medication is not covered. Got it. Okay. Um, now the coverage for prescriptions- Mm-hmm. ... under any of the Insure Plus plans would be through PharmaVail. Okay. And the way to find out the prescriptions that are covered under PharmaVail, you'll have to contact PharmaVail. And then- Okay. ... um, any prescriptions that are covered under the Stay Healthy MEC TeleRx, that plan automatically comes with a subscription to FreeRx. So you can use the FreeRx benefit or you can use the other prescription carrier for that plan, which would be Elixir, um- Got it. ... of course, you would have to contact Elixir to see their, their covered medications. So if you need those phone numbers, I can give them to you. Yes, please. Okay. Um, so the phone number for PharmaVail is going to be 800- Mm-hmm. ... 933-933- ... 3734. ... 734. PharmaVail. Yep. And again, that is the prescription carrier for all of the Insure Plus plans. Insure Plus. Okay. And then Elixir, um, it's spelled E-L-I-X-I-R. Mm-hmm. Phone number is 800- 800- ... 771- ... 771- ... 4648. ... 468. And again, that's the, uh,

prescription carrier for the Stay Healthy MEC TeleRx. MEC TeleRx. Okay. And then, um, like I said, you can... The, the FreeRx- Mm-hmm. ... program you can get by itself. Mm-hmm. But it already also comes with the MEC TeleRx. Okay. Um, and to find those prescriptions, you would just go on to freerx.com. Okay. I'll... Okay, I'll give these a call and sort of do the research on FreeRx, and then I can sort of enroll through, uh, Creative Circle, or do I have to call you guys back and enroll with you guys directly? Um, let me double-check. You can definitely enroll with us over phone. I'm not sure... Let me check and see if you do it with them as well. I would believe so, but I just want to make sure. Yeah. Of course. Uh, okay. So it looks like the enrollment methods, you can either do it online or by phone. Okay. Okay. Uh, let me look up these phone numbers and then you guys will hear back from me by the end of today or if not tomorrow. All righty. Thank you so much. You're welcome. Okay. All right. Absolutely.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker\_1: Hi Victoria, how are you? Uh, my name is David Peters. I'm a contractor with Creative Circle, and I have some questions regarding your plan that I would like to enroll in. And I just had a call with my contact person in HR and she said that hopefully my information was sent across to you guys.

Speaker speaker\_0: Okay. Let me try and pull up your file. What's the-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... name of the... You said it's Creative Circle?

Speaker speaker\_1: Creative Circle, yes.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: That would be one second... 4765.

Speaker speaker\_0: Okay. Uh, first name is David, last name is Peters. Is that P-I-E-T-E-R-S?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: 47 Bowling Lane, and date of birth is September 18th, 1985.

Speaker speaker\_0: For the address, the city is Deer Park, state is New York, zip code is-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... 1129?

Speaker speaker\_1: 729, yeah.

Speaker speaker\_0: All right. And phone number would be the same number you're calling from?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: All right. And then email is going to be first and last name at gmail.com?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. Um, what type of questions do you have?

Speaker speaker\_1: Um, when I was looking through the PDFs, um, one of my scripts is covered, but another script that I have is not. And I was wondering if it is covered, and maybe it's just an old PDF or I have to sort of pay out of pocket for that.

Speaker speaker\_0: Okay. Um, what plan are you looking at? Are you looking at the FreeRx plan?

Speaker speaker\_1: Um, basically, my most important need are these scripts. Everything else is sort of, I, I don't really need, I just would love to see scripts covered. So I don't know which plan would be best for me to be honest. Initially, I was looking at the, um, Plus Premier or Plus Enhanced, but I don't know. You tell me which one sort of might fit best for my needs.

Speaker speaker\_0: Okay. So I can't suggest any plans unfortunately.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And the reason why I asked if you had one in mind is because they all work differently with prescriptions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So if you're specifically looking at the FreeRx benefit-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, you can go onto freerx.com, and there is a way that you can search the medications on the website.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If nothing pops up on the website when you go to search that medication, then it's safe to assume that that medication is not covered.

Speaker speaker\_1: Got it. Okay.

Speaker speaker\_0: Um, now the coverage for prescriptions-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... under any of the Insure Plus plans would be through PharmaVail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And the way to find out the prescriptions that are covered under PharmaVail, you'll have to contact PharmaVail. And then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, any prescriptions that are covered under the Stay Healthy MEC TeleRx, that plan automatically comes with a subscription to FreeRx. So you can use the FreeRx benefit or you can use the other prescription carrier for that plan, which would be Elixir, um-

Speaker speaker\_1: Got it.

Speaker speaker\_0: ... of course, you would have to contact Elixir to see their, their covered medications. So if you need those phone numbers, I can give them to you.

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. Um, so the phone number for PharmaVail is going to be 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 933-

Speaker speaker\_1: 933-

Speaker speaker\_0: ... 3734.

Speaker speaker\_1: ... 734. PharmaVail.

Speaker speaker\_0: Yep. And again, that is the prescription carrier for all of the Insure Plus plans.

Speaker speaker\_1: Insure Plus. Okay.

Speaker speaker\_0: And then Elixir, um, it's spelled E-L-I-X-I-R.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Phone number is 800-

Speaker speaker\_1: 800-

Speaker speaker\_0: ... 771-

Speaker speaker\_1: ... 771-

Speaker speaker\_0: ... 4648.

Speaker speaker\_1: ... 468.

Speaker speaker\_0: And again, that's the, uh, prescription carrier for the Stay Healthy MEC TeleRx.

Speaker speaker\_1: MEC TeleRx. Okay.

Speaker speaker\_0: And then, um, like I said, you can... The, the FreeRx-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... program you can get by itself.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But it already also comes with the MEC TeleRx.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and to find those prescriptions, you would just go on to [freerx.com](http://freerx.com).

Speaker speaker\_1: Okay. I'll... Okay, I'll give these a call and sort of do the research on FreeRx, and then I can sort of enroll through, uh, Creative Circle, or do I have to call you guys back and enroll with you guys directly?

Speaker speaker\_0: Um, let me double-check. You can definitely enroll with us over phone. I'm not sure... Let me check and see if you do it with them as well. I would believe so, but I just want to make sure.

Speaker speaker\_1: Yeah. Of course.

Speaker speaker\_0: Uh, okay. So it looks like the enrollment methods, you can either do it online or by phone.

Speaker speaker\_1: Okay. Okay. Uh, let me look up these phone numbers and then you guys will hear back from me by the end of today or if not tomorrow.

Speaker speaker\_0: All righty.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Absolutely.