

## Transcript: VICTORIA

**Taylor-4940327265288192-5560332067586048**

### Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, Victoria. I have a couple of questions, and I don't really know if this is even, if I'm supposed to call y'all or this other place. But, um, so one is, I thought on my benefits that I had, like, the, I paid extra for, like, discounted prescriptions, and I didn't know if I needed, like, a separate card for that and number, or... Okay. Let me pull up your file. What's the name of the agency you work for? Uh, OnTrack Staffing. And the last four of your Social? 6628. All right, and your first and last name? Brittany Pierce. Okay. Do you mind verifying your address and date of birth? Yeah. My address is 6469 Bar N Trail, Sanger, Texas 76266, and my date of birth is 12/4/90. Okay. Phone number 940-228-6776? No, um, I changed that actually. This is the one you're calling- This is- ... from now? Yes, ma'am, the 469 number. Okay. And then, email is first initial, last name, 021416@outlook.com? Correct. Okay. Okay, so you should have received an email with instructions on how to set up your FreeRx account. Um, once you get that account set up, you can log, you can obviously log in to your account, and then the ID card for that is on the dashboard of that account. Uh, it'll give you, like, an option to print it or download it. Okay, um, what if I haven't gotten it? 'Cause I mean, I looked through my whole email and everything, and I haven't seen anything. Like, I even typed in, like, prescription, I typed in everything, but you said it was GoodRx? No, ma'am, it's FreeRx. Oh, FreeRx. Let me try that one really quick. No, I don't have that actually. Okay. I don't think... Eh, it's not filling up anything. Give me one second. Okay. Okay, um, I can send you an email with, like, instructions that we've put together. So it's not gonna be the original email that comes from FreeRx, but this will still tell you how to set up your account with them. Okay. And then, like I said, once you get that set up and you log in, the ID card should be on the dashboard. Okay. Awesome. And then, my next question is, is okay, so I went to the emergency room this past weekend and come to find out I have gallstones. And I need to make an appointment with a specialist to, I guess, basically get it removed. But I don't know where to look to see, like, how much it will cost me just to go to this specialist. Like if there's, like, a, a copay or what, like I don't, like I looked online, and I, like it's showing, it doesn't, uh, pull the policy but it's just explaining everything. It doesn't tell me anything about copays or nothing. Yeah. So with the medical plan that you have, there are no copays or deductibles as- associated with it because it's not a major medical plan. So, um, the insurance is only gonna pay us that dollar amount towards the covered benefits, and then you would pay the remainder of the bill. So I know- Mm-hmm. ... for, like, a regular physician's office visit, they will pay \$100 a day with a max of four days. Um, now the one thing I would say is maybe reaching out to the insurance company directly to see if specialists are even covered under your medical plan. Okay. 'Cause the information that I have, with us just being your administrators, uh, we have very basic in- information, um. Mm-hmm. So we just have what's on the benefits guide. It says physician's office, but it didn't

specify if that covers specialists or not. Okay. So just call, like, the APL and- Yeah, um... Okay. American Public Life, um, just so you know as well, it does, so they do your medical, the VIP+ medical plan. They do your dental, um, so if you have questions about dental, you can also ask them. Okay. Mm-hmm. All right. Well, awesome. You answered my question. Thank you so much. You're welcome. Um, and I know typically the medical ID card for the VIP+ is emailed. Have you received that? The, I ha- I have the medical, and I have the dental, and I have the vision. But I didn't have anything else. Okay, so you do have your medical ID card though? Yeah, I do have the medical ID card. Mm-hmm. Okay. Yeah, 'cause I- I just know they typically email that versus sending it out by mail, so I just wanted to make sure. Okay, yeah, awesome. Well, thank you, and I'll give them a call to kinda figure out the rest. All right. You have a wonderful day. All right. You too. Bye. Thank you. Bye-bye.

## 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. I have a couple of questions, and I don't really know if this is even, if I'm supposed to call y'all or this other place. But, um, so one is, I thought on my benefits that I had, like, the, I paid extra for, like, discounted prescriptions, and I didn't know if I needed, like, a separate card for that and number, or...

Speaker speaker\_0: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_1: Uh, OnTrack Staffing.

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

Speaker speaker\_1: 6628.

Speaker speaker\_0: All right, and your first and last name?

Speaker speaker\_1: Brittany Pierce.

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

Speaker speaker\_1: Yeah. My address is 6469 Bar N Trail, Sanger, Texas 76266, and my date of birth is 12/4/90.

Speaker speaker\_0: Okay. Phone number 940-228-6776?

Speaker speaker\_1: No, um, I changed that actually.

Speaker speaker\_0: This is the one you're calling-

Speaker speaker\_1: This is-

Speaker speaker\_0: ... from now?

Speaker speaker\_1: Yes, ma'am, the 469 number.

Speaker speaker\_0: Okay. And then, email is first initial, last name, 021416@outlook.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Okay, so you should have received an email with instructions on how to set up your FreeRx account. Um, once you get that account set up, you can log, you can obviously log in to your account, and then the ID card for that is on the dashboard of that account. Uh, it'll give you, like, an option to print it or download it.

Speaker speaker\_1: Okay, um, what if I haven't gotten it? 'Cause I mean, I looked through my whole email and everything, and I haven't seen anything. Like, I even typed in, like, prescription, I typed in everything, but you said it was GoodRx?

Speaker speaker\_0: No, ma'am, it's FreeRx.

Speaker speaker\_1: Oh, FreeRx. Let me try that one really quick. No, I don't have that actually.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't think... Eh, it's not filling up anything.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, um, I can send you an email with, like, instructions that we've put together. So it's not gonna be the original email that comes from FreeRx, but this will still tell you how to set up your account with them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then, like I said, once you get that set up and you log in, the ID card should be on the dashboard.

Speaker speaker\_1: Okay. Awesome. And then, my next question is, is okay, so I went to the emergency room this past weekend and come to find out I have gallstones. And I need to make an appointment with a specialist to, I guess, basically get it removed. But I don't know where to look to see, like, how much it will cost me just to go to this specialist. Like if there's, like, a, a copay or what, like I don't, like I looked online, and I, like it's showing, it doesn't, uh, pull the policy but it's just explaining everything. It doesn't tell me anything about copays or nothing.

Speaker speaker\_0: Yeah. So with the medical plan that you have, there are no copays or deductibles as- associated with it because it's not a major medical plan. So, um, the insurance is only gonna pay us that dollar amount towards the covered benefits, and then you would pay the remainder of the bill. So I know-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... for, like, a regular physician's office visit, they will pay \$100 a day with a max of four days. Um, now the one thing I would say is maybe reaching out to the insurance company directly to see if specialists are even covered under your medical plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause the information that I have, with us just being your administrators, uh, we have very basic in- information, um.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So we just have what's on the benefits guide. It says physician's office, but it didn't specify if that covers specialists or not.

Speaker speaker\_1: Okay. So just call, like, the APL and-

Speaker speaker\_0: Yeah, um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: American Public Life, um, just so you know as well, it does, so they do your medical, the VIP+ medical plan. They do your dental, um, so if you have questions about dental, you can also ask them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Well, awesome. You answered my question. Thank you so much.

Speaker speaker\_0: You're welcome. Um, and I know typically the medical ID card for the VIP+ is emailed. Have you received that?

Speaker speaker\_1: The, I ha- I have the medical, and I have the dental, and I have the vision. But I didn't have anything else.

Speaker speaker\_0: Okay, so you do have your medical ID card though?

Speaker speaker\_1: Yeah, I do have the medical ID card.

Speaker speaker\_0: Mm-hmm. Okay. Yeah, 'cause I- I just know they typically email that versus sending it out by mail, so I just wanted to make sure.

Speaker speaker\_1: Okay, yeah, awesome. Well, thank you, and I'll give them a call to kinda figure out the rest.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: All right. You too. Bye.

Speaker speaker\_0: Thank you. Bye-bye.