

## Transcript: VICTORIA

**Taylor-5550234686504960-5953413332910080**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? My name is, uh, Timothy Way, and I was just wanting to find out about, uh, prescription coverage on my plan. Okay, sure. Uh, what's the name of the agency you work for? Um, NAU. All right. And..... four of your social? 6211. Okay. And you said first name is Timmy? Timothy, yes. Okay. Do you mind verifying your address and date of birth? 1594 Race Pass Church Road, Morrisboro, North Carolina, 28114. It's 7169. And then phone number 864-525-3788? Yes, ma'am. And email is tim and then C-A-D-C-A-D@Yahoo.com? That's correct. All right. So, it looks like you're enrolled into the... which it looks like you have coverage for prescriptions through Pharmavail. Um, if it is a covered medication, it would be covered at \$10, \$20 or \$30. And how will I know if it's a covered medication? I can give you what the medication is, and you, maybe you could tell me what, if it's covered. So where just your benefits administered, I actually don't have access to that information. So you'll need to reach out to Pharmavail directly, and I can give you their phone number. Um, the other important thing is, um, I was told that my benefits would take place two weeks after my first paycheck. Is there any way to check when that's gonna take place? 'Cause my wife's diabetic and it's pretty important I keep on the ball with this. Okay. So how it works typically is when you enroll, it can take up to two weeks for that to be processed through payroll. And then the coverage would start the following Monday of your first payroll deduction. Um, so I don't see we have received a deduction from your employer yet. Okay. Um, and I don't have access to payroll, so I don't know when they plan on making that first deduction. Um, what you can do is you can reach out to your payroll department and see when they plan on making that first deduction. Um, and then like I said, once it's taken out of your check, it starts the following Monday. Oh, yeah. This is very important because she's diabetic and she's burning thin right now. That's why I'm trying to keep on the ball with it. I understand. So my next step is to check with my company and see when they're going to take it out of, out of my check? Is that what you're saying? Yes. Because you are enrolled into coverage, we just have not received the first deduction for it yet. Okay. All right. Well, I'll check with them then. Thank you very much. You're welcome. Do you need that phone number for Pharmavail? Let me see if I can look him up here. Yes. Okay. There he is. All right. It's 800-933-3734. Pharmavail? Yeah. P-H-A-R-M-A-V-A-I-L. Could you spell the last word again, please? Yeah. Give me one second. It's, uh... I'm just gonna repeat the whole thing. P-H-A-R-M-A-V-A-I-L. Okay. Pharmavail. Okay. Yeah. Appreciate your help. Yes, sir. You have a wonderful day. All right. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: My name is, uh, Timothy Way, and I was just wanting to find out about, uh, prescription coverage on my plan.

Speaker speaker\_0: Okay, sure. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Um, NAU.

Speaker speaker\_0: All right. And..... four of your social?

Speaker speaker\_1: 6211.

Speaker speaker\_0: Okay. And you said first name is Timmy?

Speaker speaker\_1: Timothy, yes.

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

Speaker speaker\_1: 1594 Race Pass Church Road, Morrisboro, North Carolina, 28114. It's 7169.

Speaker speaker\_0: And then phone number 864-525-3788?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And email is tim and then C-A-D-C-A-D@Yahoo.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right. So, it looks like you're enrolled into the... which it looks like you have coverage for prescriptions through Pharmavail. Um, if it is a covered medication, it would be covered at \$10, \$20 or \$30.

Speaker speaker\_1: And how will I know if it's a covered medication? I can give you what the medication is, and you, maybe you could tell me what, if it's covered.

Speaker speaker\_0: So where just your benefits administered, I actually don't have access to that information. So you'll need to reach out to Pharmavail directly, and I can give you their phone number.

Speaker speaker\_1: Um, the other important thing is, um, I was told that my benefits would take place two weeks after my first paycheck. Is there any way to check when that's gonna take place? 'Cause my wife's diabetic and it's pretty important I keep on the ball with this.

Speaker speaker\_0: Okay. So how it works typically is when you enroll, it can take up to two weeks for that to be processed through payroll. And then the coverage would start the following Monday of your first payroll deduction. Um, so I don't see we have received a deduction from your employer yet.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and I don't have access to payroll, so I don't know when they plan on making that first deduction. Um, what you can do is you can reach out to your payroll department and see when they plan on making that first deduction. Um, and then like I said, once it's taken out of your check, it starts the following Monday.

Speaker speaker\_1: Oh, yeah. This is very important because she's diabetic and she's burning thin right now. That's why I'm trying to keep on the ball with it.

Speaker speaker\_0: I understand.

Speaker speaker\_1: So my next step is to check with my company and see when they're going to take it out of, out of my check? Is that what you're saying?

Speaker speaker\_0: Yes. Because you are enrolled into coverage, we just have not received the first deduction for it yet.

Speaker speaker\_1: Okay. All right. Well, I'll check with them then. Thank you very much.

Speaker speaker\_0: You're welcome. Do you need that phone number for Pharmavail?

Speaker speaker\_1: Let me see if I can look him up here. Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: There he is.

Speaker speaker\_0: All right. It's 800-933-3734.

Speaker speaker\_1: Pharmavail?

Speaker speaker\_0: Yeah. P-H-A-R-M-A-V-A-I-L.

Speaker speaker\_1: Could you spell the last word again, please?

Speaker speaker\_0: Yeah. Give me one second. It's, uh... I'm just gonna repeat the whole thing. P-H-A-R-M-A-V-A-I-L.

Speaker speaker\_1: Okay. Pharmavail. Okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Appreciate your help.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: All right. You too. Thank you.