

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I, um, am paying through insurance through my work but I haven't gotten a card yet. Okay. And I'm trying to r- I was trying to run a prescription through it, but I don't have a way to give them the information. All right. What's the name of the agency you work for? Uh, Surge. And the last four of your Social? 2036. And, um, I'm sorry, your first and last name again? Megan Delotter. Okay. And then, if you will verify your address and date of birth. 9502 Township Road 36, Galion, Ohio 44833 and my birthday is 9/1/88. Phone number 567-355-3155? Yes. And then email is first and last, or I'm sorry, lastnamefirstname@gmail.com? Yes. Okay. Um, let me look up digital copies and I can send it to your email. Okay, cool. I'll be right back. All right. Thank you so much for holding. So, I'm only able to download some of your ID cards. Um, for whatever reason we are still waiting on the ID card for the VIP Standard and the dental from the insurance carrier. Okay. Uh, so on- what I'm gonna do is I'm gonna send you what I have, um, which is the ID card for your vision and then, uh, for the MEC TeleRx. Um, is this a medication that you need to pick up, like, right away? Yeah. Okay. Um, so you have coverage for prescriptions a couple of different ways with what you're enrolled into. Um, so with the MEC, there is prescriptions through Elixir but to my knowledge, those are, um, preventative medications. Now, the MEC does also come with a subscription to FreeRx, which the way that FreeRx works is some medications are available for pharmacy pickup, s- others are only available for home delivery. Okay. Um, so I don't know if you set up your FreeRx account. You should have received an email with instructions- Mm-hmm. ... on how to do- No, I don't know anything about it. I didn't even know. I just figured out that I was paying for insurance on my pay stub. Okay. Um, so what I would definitely do is go onto freerx.com, set up your account. Um, once you get the account set up, you'll be able to log in. And your ID card for that, it's on the dashboard when you log in. Okay. But there is also a way to search the m- the prescription that you're trying to pick up, um, on the website as well, and it'll tell you if it's a home delivery medication or if it's a pharmacy pickup. Okay. If it's a pharmacy pickup, it's just as simple as then searching your pharmacy and making sure that that's a participating pharmacy, which you can also search on FreeRx. Okay. And then presenting the ID card to them. Now if it's a home delivery, um, there is a couple different ways that the, uh, that your actual doctor can send in, uh, the information for home delivery. Um, so I would just definitely go ahead and go onto freerx.com, do some research on there, get your account set up. And then what I will do on my end is try to get the, uh, other two ID cards that were missing and send that to you as soon as I can. Okay. And then can they be mailed to me too? Yeah, you should be receiving them... I see that your coverage became active on the 10th of February, so you should be get- ch- you should be getting your ID cards in the mail. I know the MEC- Okay. ... ID card is mailed. Dental and vision are mailed. The only one that's not typically

mailed is the VIP Standard. And what is the VIP Standard? Does that cover prescriptions? Yes, it does also have coverage for prescriptions through PharmaAval. So the MEC comes with prescriptions through Elixir. The VIP comes with prescriptions for PharmaAval. Okay, I have no idea what you're saying. I'm so confused right now. Okay, so let me- I guess I just never heard that before. ... explain something. So the MEC- So I can't just go to the pharmacy and get one of the cards? I mean, you can. You can. However, again, I'm missing one of your ID cards. Okay. So with the ID card that I was able to send to you is just for the MEC TeleRx, which typically the prescriptions under that are with Elixir. And to my knowledge, Elixir only covers, uh, preventative medications. Right. Okay. So I'm not sure if this specific prescription you're trying to pick up is gonna be covered under Elixir. Now you can contact Elixir and see if that's the case. If it's not, just keep in mind you have two other ways that you can get coverage for prescriptions. You have the FreeRx subscription and you also have PharmaAval. Okay. So I g- I guess what, uh, the best thing for you to do at this point would be to contact Elixir, which I can give you their phone number, see if- Okay. ... the medication that you're trying to pick up is covered. If it's not, then I would suggest definitely going onto freerx.com, registering your account, searching the med- search the medication on the website that you're trying to pick up and see if it's covered that way. Okay. Um, do you have a pen and paper nearby so I can give you the phone number- Yeah. ... for Elixir? Yeah, I'm ready. Okay. Uh, their phone number is 800-771-4648. Okay. And then again, uh, that website is just freerx.com. Okay. All righty. So, um, definitely look into those two options. If it's not covered under either one of those, w- we do have one other option, which would be for PharmaAval, but I- that's the one ID card that I'm gonna have to try and obtain for you 'cause I don't have access to it at the moment. Okay. So I will call you back as soon as I do. All right, thank you. You're welcome. You have a wonderful day. You too. 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: Yes, I, um, am paying through insurance through my work but I haven't gotten a card yet.

Speaker speaker_0: Okay.

Speaker speaker_1: And I'm trying to r- I was trying to run a prescription through it, but I don't have a way to give them the information.

Speaker speaker_0: All right. What's the name of the agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2036.

Speaker speaker_0: And, um, I'm sorry, your first and last name again?

Speaker speaker_1: Megan Delotter.

Speaker speaker_0: Okay. And then, if you will verify your address and date of birth.

Speaker speaker_1: 9502 Township Road 36, Galion, Ohio 44833 and my birthday is 9/1/88.

Speaker speaker_0: Phone number 567-355-3155?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first and last, or I'm sorry, lastnamefirstname@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, let me look up digital copies and I can send it to your email.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: I'll be right back. All right. Thank you so much for holding. So, I'm only able to download some of your ID cards. Um, for whatever reason we are still waiting on the ID card for the VIP Standard and the dental from the insurance carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, so on- what I'm gonna do is I'm gonna send you what I have, um, which is the ID card for your vision and then, uh, for the MEC TeleRx. Um, is this a medication that you need to pick up, like, right away?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. Um, so you have coverage for prescriptions a couple of different ways with what you're enrolled into. Um, so with the MEC, there is prescriptions through Elixir but to my knowledge, those are, um, preventative medications. Now, the MEC does also come with a subscription to FreeRx, which the way that FreeRx works is some medications are available for pharmacy pickup, s- others are only available for home delivery.

Speaker speaker_2: Okay.

Speaker speaker_0: Um, so I don't know if you set up your FreeRx account. You should have received an email with instructions-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... on how to do-

Speaker speaker_2: No, I don't know anything about it. I didn't even know. I just figured out that I was paying for insurance on my pay stub.

Speaker speaker_0: Okay. Um, so what I would definitely do is go onto freerx.com, set up your account. Um, once you get the account set up, you'll be able to log in. And your ID card for that, it's on the dashboard when you log in.

Speaker speaker_2: Okay.

Speaker speaker_0: But there is also a way to search the m- the prescription that you're trying to pick up, um, on the website as well, and it'll tell you if it's a home delivery medication or if it's a pharmacy pickup.

Speaker speaker_2: Okay.

Speaker speaker_0: If it's a pharmacy pickup, it's just as simple as then searching your pharmacy and making sure that that's a participating pharmacy, which you can also search on FreeRx.

Speaker speaker_2: Okay.

Speaker speaker_0: And then presenting the ID card to them. Now if it's a home delivery, um, there is a couple different ways that the, uh, that your actual doctor can send in, uh, the information for home delivery. Um, so I would just definitely go ahead and go onto freerx.com, do some research on there, get your account set up. And then what I will do on my end is try to get the, uh, other two ID cards that were missing and send that to you as soon as I can.

Speaker speaker_2: Okay. And then can they be mailed to me too?

Speaker speaker_0: Yeah, you should be receiving them... I see that your coverage became active on the 10th of February, so you should be get- ch- you should be getting your ID cards in the mail. I know the MEC-

Speaker speaker_2: Okay.

Speaker speaker_0: ... ID card is mailed. Dental and vision are mailed. The only one that's not typically mailed is the VIP Standard.

Speaker speaker_2: And what is the VIP Standard? Does that cover prescriptions?

Speaker speaker_0: Yes, it does also have coverage for prescriptions through PharmaAvail. So the MEC comes with prescriptions through Elixir. The VIP comes with prescriptions for PharmaAvail.

Speaker speaker_2: Okay, I have no idea what you're saying. I'm so confused right now.

Speaker speaker_0: Okay, so let me-

Speaker speaker_2: I guess I just never heard that before.

Speaker speaker_0: ... explain something. So the MEC-

Speaker speaker_2: So I can't just go to the pharmacy and get one of the cards?

Speaker speaker_0: I mean, you can. You can. However, again, I'm missing one of your ID cards.

Speaker speaker_2: Okay.

Speaker speaker_0: So with the ID card that I was able to send to you is just for the MEC TeleRx, which typically the prescriptions under that are with Elixir. And to my knowledge, Elixir only covers, uh, preventative medications.

Speaker speaker_2: Right. Okay.

Speaker speaker_0: So I'm not sure if this specific prescription you're trying to pick up is gonna be covered under Elixir. Now you can contact Elixir and see if that's the case. If it's not, just keep in mind you have two other ways that you can get coverage for prescriptions. You have the FreeRx subscription and you also have PharmaAvail.

Speaker speaker_2: Okay.

Speaker speaker_0: So I g- I guess what, uh, the best thing for you to do at this point would be to contact Elixir, which I can give you their phone number, see if-

Speaker speaker_2: Okay.

Speaker speaker_0: ... the medication that you're trying to pick up is covered. If it's not, then I would suggest definitely going onto freerx.com, registering your account, searching the medication on the website that you're trying to pick up and see if it's covered that way.

Speaker speaker_2: Okay.

Speaker speaker_0: Um, do you have a pen and paper nearby so I can give you the phone number-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... for Elixir?

Speaker speaker_2: Yeah, I'm ready.

Speaker speaker_0: Okay. Uh, their phone number is 800-771-4648.

Speaker speaker_2: Okay.

Speaker speaker_0: And then again, uh, that website is just freerx.com.

Speaker speaker_2: Okay.

Speaker speaker_0: All righty. So, um, definitely look into those two options. If it's not covered under either one of those, w- we do have one other option, which would be for PharmaAvail, but I- that's the one ID card that I'm gonna have to try and obtain for you 'cause I don't have access to it at the moment.

Speaker speaker_2: Okay.

Speaker speaker_0: So I will call you back as soon as I do.

Speaker speaker_2: All right, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_0: Thank you. Bye-bye.