

Transcript: VICTORIA

Taylor-5900664868749312-4692921809944576

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. Um, so I recently enrolled in Ben- Benefits on a Card, and so for the, um, the plan that I got, I got Stay Healthy, um, MDC TeleRx, and as well as Insurplus. Um, so I'm just wondering which, like, insurance information I can take to CVS if I was to pick up medicine. Okay. Um, did you get both ID cards? So the only... Sorry, one second. Um... So the only ID card that I see, um, is for Elixir and FreeRx. Um, but I don't see anything for PharmAvail. Okay. So the one that has Elixir on it- Mm-hmm. ... um, that's for your preventative medications and, um, your preventative, uh, like medical services. So if you're going for a pre- anything preventative, you would hand them that card. Um, now the w- ID card for the, um, Insurplus plans, those are typically emailed to you. Have you checked your email? Um, I haven't seen anything. Um... Okay. Yeah. I mean- Let me just pull up your file. I can, um, look up all the ID cards and email them to you. What's the name of the agency you work for? Oxford. And then the last four of your social? 0021. All right, and your first and last name. Uh, first name's Stanley, S-T-A-N-L-E-Y. Last name P as in Tom, H-A-N-G. Okay. Do you mind verifying your address and date of birth? 5 Foundry Lane, Canton, Massachusetts, 02021. Date of birth is 02/06/95. And then phone number 857-869-3894? Yep. Okay. And then email is, uh, last name.first name at Gmail? Yep. Okay. Um, do-do-do. Give me one second. All good, thank you. Now, I know you mentioned, um, on the cards that you have, it states FreeRx, but just to clarify, um, the ID is not necessarily the same ID you would use for your FreeRx benefits. Um, you should have also received an email with instructions on how to set up your FreeRx account, and then once you log in to that account, the ID card for the FreeRx will be on the dashboard. Oh, that's weird. Um, uh, I haven't got anything. That's okay. Okay. Um, we have our own setup instructions. It's not the same instructions that FreeRx typically sends out, but I can send you an email with instructions on how to set that up too. Wait, sorry. So I actually did set up FreeRx, but I couldn't set up my account for Elixir Solutions. I'm not sure if it's the same. No. No, no, no. For Elixir, you would just show them the ID card. Like, if you're going to the pharmacy to pick up a preventative medication, that's when you would show the ID card that has Elixir on it. You don't have to set up an account for that. Oh, okay. Um, sorry, one second. I just wanna, um, make sure I'm gonna be showing the right card. Okay, so the Elixir card is what I would take to the pharmacy? Yes, for preventative medications, and, um, you would also take that to your doctor for preventative services. Okay. And, um- So if you're going to pick up a non-preventative medication, you would give them the ID card for American Public Life, which I'm looking up for you right now. I mean, really, you can just hand them both of your medical ID cards, and they can figure out which one works or not. Oh, okay. I see. So what's the difference between the, the Elixir one and the American Public Life one? Like I said, the, uh,

the one that has Elixir on it is for your preventative services and preventative medications. I don't have examples of the medications because we're just sharing ministers. Um, but for, like, just off the top of my head, a preventative medication like birth control, um- Okay. ... preventing an illness or disease. Um, and then, like, let's say you get an antibiotic because you're sick, that would be non-preventative. That's when you would give them the, um, American Public Life one. Oh, okay. I understand now. Okay. Um- Yeah. Really, if you just go to the pharmacy, you could hand them both of the ID card, both of- Mm-hmm. ... the, the two different ID cards for medical, and they can figure out which one covers which. Okay, all right. Okay. I'll, I'll do that then. Now did you- Okay. ... receive your vision ID card? Um, so I just, like, I just, uh, enrolled. Um, like late last month or the middle of last month, so I haven't received my cards yet. Um, I, I actually called benefits and required to email me the, the digital ones just so that I can go to the pharmacy, uh, while I wait for the physical cards. Okay. So do you need me to send all your ID cards to you again by email? Um, I think I have everything besides the vision one. Um, just because I don't see, like, a member ID or anything on it. Okay. Um... 'Cause for the vision one, it's, it's like a, it's like a very generic one. It just says MetLife DSP Network. Um, gives like the phone numbers and stuff. And, but- Yeah, everything... I don't see a, a member ID either, but everything that your provider would need is on that card. Oh, okay. Um, sorry, one last question. Sure. So what's the, uh, 90 Degree Benefits thing that I, uh, that I'm seeing here next to vision? So 90 Degree Benefits is the insurance provider for the MEC TelRx. So that's the insurance carrier for that plan. Oh, okay. I see. Mm-hmm. Okay. Um, yeah, I think that's all the questions I have. Okay. I'm just gonna resend all of your ID cards to you by email just in case. Um, and you said you were able to go to set up your FreeRx account? Yep. Okay. And then, um, if there's any prescriptions that you wanna try and use that coverage for, you would get that ID card by logging into your FreeRx account and going onto the dashboard. And there's an option to download the, uh, ID card for that. Okay, perfect. Thank you so much. You're welcome. You have a wonderful day. Thank you. You as well. Thank you. Bye-bye. Thank you. 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. Um, so I recently enrolled in Ben- Benefits on a Card, and so for the, um, the plan that I got, I got Stay Healthy, um, MDC TeleRx, and as well as Insurplus. Um, so I'm just wondering which, like, insurance information I can take to CVS if I was to pick up medicine.

Speaker speaker_1: Okay. Um, did you get both ID cards?

Speaker speaker_2: So the only... Sorry, one second. Um... So the only ID card that I see, um, is for Elixir and FreeRx. Um, but I don't see anything for PharmAvail.

Speaker speaker_1: Okay. So the one that has Elixir on it-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, that's for your preventative medications and, um, your preventative, uh, like medical services. So if you're going for a pre- anything preventative, you would hand them that card. Um, now the w- ID card for the, um, Insurplus plans, those are typically emailed to you. Have you checked your email?

Speaker speaker_2: Um, I haven't seen anything. Um...

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. I mean-

Speaker speaker_1: Let me just pull up your file. I can, um, look up all the ID cards and email them to you. What's the name of the agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And then the last four of your social?

Speaker speaker_2: 0021.

Speaker speaker_1: All right, and your first and last name.

Speaker speaker_2: Uh, first name's Stanley, S-T-A-N-L-E-Y. Last name P as in Tom, H-A-N-G.

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

Speaker speaker_2: 5 Foundry Lane, Canton, Massachusetts, 02021. Date of birth is 02/06/'95.

Speaker speaker_1: And then phone number 857-869-3894?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And then email is, uh, last name.first name at Gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, do-do-do. Give me one second.

Speaker speaker_2: All good, thank you.

Speaker speaker_1: Now, I know you mentioned, um, on the cards that you have, it states FreeRx, but just to clarify, um, the ID is not necessarily the same ID you would use for your FreeRx benefits. Um, you should have also received an email with instructions on how to set up your FreeRx account, and then once you log in to that account, the ID card for the FreeRx will be on the dashboard.

Speaker speaker_2: Oh, that's weird. Um, uh, I haven't got anything.

Speaker speaker_1: That's okay. Okay. Um, we have our own setup instructions. It's not the same instructions that FreeRx typically sends out, but I can send you an email with

instructions on how to set that up too.

Speaker speaker_2: Wait, sorry. So I actually did set up FreeRx, but I couldn't set up my account for Elixir Solutions. I'm not sure if it's the same.

Speaker speaker_1: No. No, no, no. For Elixir, you would just show them the ID card. Like, if you're going to the pharmacy to pick up a preventative medication, that's when you would show the ID card that has Elixir on it. You don't have to set up an account for that.

Speaker speaker_2: Oh, okay. Um, sorry, one second. I just wanna, um, make sure I'm gonna be showing the right card. Okay, so the Elixir card is what I would take to the pharmacy?

Speaker speaker_1: Yes, for preventative medications, and, um, you would also take that to your doctor for preventative services.

Speaker speaker_2: Okay. And, um-

Speaker speaker_1: So if you're going to pick up a non-preventative medication, you would give them the ID card for American Public Life, which I'm looking up for you right now. I mean, really, you can just hand them both of your medical ID cards, and they can figure out which one works or not.

Speaker speaker_2: Oh, okay. I see. So what's the difference between the, the Elixir one and the American Public Life one?

Speaker speaker_1: Like I said, the, uh, the one that has Elixir on it is for your preventative services and preventative medications. I don't have examples of the medications because we're just sharing ministers. Um, but for, like, just off the top of my head, a preventative medication like birth control, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... preventing an illness or disease. Um, and then, like, let's say you get an antibiotic because you're sick, that would be non-preventative. That's when you would give them the, um, American Public Life one.

Speaker speaker_2: Oh, okay. I understand now. Okay. Um-

Speaker speaker_1: Yeah. Really, if you just go to the pharmacy, you could hand them both of the ID card, both of-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the, the two different ID cards for medical, and they can figure out which one covers which.

Speaker speaker_2: Okay, all right. Okay. I'll, I'll do that then.

Speaker speaker_1: Now did you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... receive your vision ID card?

Speaker speaker_2: Um, so I just, like, I just, uh, enrolled. Um, like late last month or the middle of last month, so I haven't received my cards yet. Um, I, I actually called benefits and required to email me the, the digital ones just so that I can go to the pharmacy, uh, while I wait for the physical cards.

Speaker speaker_1: Okay. So do you need me to send all your ID cards to you again by email?

Speaker speaker_2: Um, I think I have everything besides the vision one. Um, just because I don't see, like, a member ID or anything on it.

Speaker speaker_1: Okay. Um...

Speaker speaker_2: 'Cause for the vision one, it's, it's like a, it's like a very generic one. It just says MetLife DSP Network. Um, gives like the phone numbers and stuff. And, but-

Speaker speaker_1: Yeah, everything... I don't see a, a member ID either, but everything that your provider would need is on that card.

Speaker speaker_2: Oh, okay. Um, sorry, one last question.

Speaker speaker_1: Sure.

Speaker speaker_2: So what's the, uh, 90 Degree Benefits thing that I, uh, that I'm seeing here next to vision?

Speaker speaker_1: So 90 Degree Benefits is the insurance provider for the MEC TelRx. So that's the insurance carrier for that plan.

Speaker speaker_2: Oh, okay. I see.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, yeah, I think that's all the questions I have.

Speaker speaker_1: Okay. I'm just gonna resend all of your ID cards to you by email just in case. Um, and you said you were able to g- to set up your FreeRx account?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And then, um, if there's any prescriptions that you wanna try and use that coverage for, you would get that ID card by logging into your FreeRx account and going onto the dashboard. And there's an option to download the, uh, ID card for that.

Speaker speaker_2: Okay, perfect. Thank you so much.

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

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.