

Transcript: VICTORIA

Taylor-6109531555545088-6719121934565376

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I just called and spoke with someone, because I need -- I'm trying to get my medication. And I have a VIN number. My name is Tammy Cook, so we can look me up. What's the name of the agency you work for? Serge. And the last four of your Social? 5163. Okay. Do you mind verifying your address and date of birth? 3600 Georgia Highway 34, um, Franklin, Georgia, 30217. October 20th, 1975. I'm just aggravated 'cause I've had to call you guys three times this morning and the first guy told me that, um, he sent the, the s- insurance card to my email. Well, I never got it so he said, he s- uh, he asked me did I have a different email. I said yes, so I gave him that email address. I never got it on either email. Then I just called a few minutes ago and the, the lady at the pharmacy is saying that the Rx group number that, that the guy gave me is wrong and I've called everything out back to him. I'm sick and I don't feel like dealing with this. I just need to use my insurance. So, um, I don't know if you want to call the pharmacy or, or if it would just be better for me to do it. I don't know. But I'm just trying to- Yeah. We can't call the pharmacy ourselves but... Okay. So did you ever get the ID card or did he just provide the, uh, information to you over the phone? He gave me the information over the phone, and she's saying the R- she said everything else seems to be right, but she said my Rx group number is not right. Okay. Give me just a few seconds. I'm gonna look up the ID cards. It's not uncommon for our emails to mess up sometimes so I'm gonna look them up. I'm gonna send it to your email and then I'm gonna have you check your email before we hang up to make sure you got it. Okay, honey. Thank you. Yeah. Give me just a few seconds. It's, it's not... I need that information over the phone because I- I'm sick and I'm trying to get some medication. Yeah. I mean if you don't get the email I- I'll be h- more than happy to give it to you over the phone. That's no problem. Okay. Thank you so much. I don't... If I sound rude I don't mean to. I'm just... I don't feel well. I understand. Give me just a few seconds. Let me look those up and I'll be right back. Okay, love. Thank you. Thank you. All righty. Thank you so much for calling. So just to make sure we got your email correct, it's tammykean1011@gmail.com. That's correct. Okay. Yeah. I even see where it was sent to you a couple times, so it's going through on our end. Um, do you have- I've checked my... I've checked my spam folders. Like, I've checked everything and I am not getting it. Okay. Let me look and see what that was I just got. Hold on. Let's look and see. Okay. I just got it, but I don't know why... Hold on, let me look. Let me make sure. Okay. That's for my vision. Okay. Hold on one second, sweetheart. You're fine. I'm good. Okay. That's a dental. I'm going to stop that one. Medical ID, okay? That was my medical ID, so that's going to be what I can use for my insurance for my, um, PharmaVail, okay? Yep. And also, I see that you also have the FreeRx benefit, which is a separate prescription plan. Now to get that ID card, you actually have to set up your account with FreeRx. Um, and then once you log in, the ID card for that is on the

account that you created with them. But you do have- So free off this? Yes. So to set up your FreeRx account, you would go onto freerx.com. Okay. I'm doing that now, so you can try to wa- walk me through it. Okay? Give me one second. I'll pull it up. So, um... Um, hmm. So my prescriptions are free? So again, you have prescription coverage two ways. You have it with FreeRx, which most of the medications that are covered with FreeRx are free. Mm-hmm. Now I will also say, only some medications with FreeRx are available for pharmacy pickup. Other medications are only available for home delivery. Okay. Now you also have coverage for prescriptions under your medical plan, which is through PharmaVail. And all the information that you will need for that is on the medical ID card I just sent you. Okay. If it is a covered medication with PharmaVail, it would be covered at \$10, \$20 or \$30. So do I need to hit join today? No. Hit- No. ... member login. Okay. Here we go. Member login. Uh, come on. And then you do... Once you get to that screen- New user? Uh-huh. New user registration. Okay. Enter my social... Thank you so much for helping me because I have been... This has just gave me a headache and I want to just go down, lay down and go to bed. You know what I'm saying? I, I don't feel good. I get it. I get it. Yeah. So I really appreciate you being patient and staying on the phone while I get this done. Yes, I know. Okay. It's saying there's already a registered user. Hmm. That's weird because I don't have a... Oh, login trouble. Oh, Jesus. Help me Lord. Okay. Well, I'm just gonna, for today, I'm just going to try the, the, the medication through the telehealth, or what's it called? Through PharmaVail? With your medical? PharmaVail. Yes. Yes, ma'am. Okay. Yeah, 'cause if it- Okay. Did you use the, um, tammyjean1011 at gmail email? Yes, ma'am. Okay. If you've got already a registered user, it sounds like maybe you already have an account, so you might have to, um, go back to the member login screen and hit login trouble and put in your email address again, and it'll recover the password for you. Yeah. That's what I'm doing now, so. Okay. Um, do y'all have like a booklet where this stuff is not online, but like who I can go see and all that? Because I just sometimes, I don't have... It's just easier for me if I can, um, look it up on a, on a pamphlet, like a booklet. You know, a lot of insurance companies send you a booklet and tell you who's in-network, who's out-of-network. Do y'all not, um, have that feature? Um, I have a, uh, like a PDF I can send to you, but it's not going to tell you who's in-network or not. Um, for that, I put instructions in the body of the email with the ID cards that I just sent to you. Uh, there's a website that you can go onto, onto, or it's probably easier just to call the phone numbers for each network that's also listed in that email. Okay. And they can help you find a provider. Okay. But I'll definitely just go ahead and send this PDF file that I have, um, to you. It goes over all of the benefits being offered, um, and then it kind of goes over some information about the insurance carriers. So some of this might be, uh, beneficial to you. Okay. All righty. Well, thank you so very much and I hope you have an absolutely wonderful day, ma'am. You too. Feel better. All right. Y- Thank you. Bye-bye. Bye-bye. Now I got a call. 300 care. Did you need me to disconnect?

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 just called and spoke with someone, because I need -- I'm trying to get my medication. And I have a VIN number. My name is Tammy Cook, so we can look me up.

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

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5163.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 3600 Georgia Highway 34, um, Franklin, Georgia, 30217. October 20th, 1975. I'm just aggravated 'cause I've had to call you guys three times this morning and the first guy told me that, um, he sent the, the s- insurance card to my email. Well, I never got it so he said, he s- uh, he asked me did I have a different email. I said yes, so I gave him that email address. I never got it on either email. Then I just called a few minutes ago and the, the lady at the pharmacy is saying that the Rx group number that, that the guy gave me is wrong and I've called everything out back to him. I'm sick and I don't feel like dealing with this. I just need to use my insurance. So, um, I don't know if you want to call the pharmacy or, or if it would just be better for me to do it. I don't know. But I'm just trying to-

Speaker speaker_0: Yeah. We can't call the pharmacy ourselves but... Okay. So did you ever get the ID card or did he just provide the, uh, information to you over the phone?

Speaker speaker_1: He gave me the information over the phone, and she's saying the R- she said everything else seems to be right, but she said my Rx group number is not right.

Speaker speaker_0: Okay. Give me just a few seconds. I'm gonna look up the ID cards. It's not uncommon for our emails to mess up sometimes so I'm gonna look them up. I'm gonna send it to your email and then I'm gonna have you check your email before we hang up to make sure you got it.

Speaker speaker_1: Okay, honey. Thank you.

Speaker speaker_0: Yeah. Give me just a few seconds.

Speaker speaker_1: It's, it's not... I need that information over the phone because I- I'm sick and I'm trying to get some medication.

Speaker speaker_0: Yeah. I mean if you don't get the email I- I'll be h- more than happy to give it to you over the phone. That's no problem.

Speaker speaker_1: Okay. Thank you so much. I don't... If I sound rude I don't mean to. I'm just... I don't feel well.

Speaker speaker_0: I understand. Give me just a few seconds. Let me look those up and I'll be right back.

Speaker speaker_1: Okay, love. Thank you.

Speaker speaker_0: Thank you. All righty. Thank you so much for calling. So just to make sure we got your email correct, it's tammykean1011@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Yeah. I even see where it was sent to you a couple times, so it's going through on our end. Um, do you have-

Speaker speaker_1: I've checked my... I've checked my spam folders. Like, I've checked everything and I am not getting it. Okay. Let me look and see what that was I just got. Hold on. Let's look and see. Okay. I just got it, but I don't know why... Hold on, let me look. Let me make sure. Okay. That's for my vision. Okay. Hold on one second, sweetheart.

Speaker speaker_0: You're fine.

Speaker speaker_1: I'm good. Okay. That's a dental. I'm going to stop that one. Medical ID, okay? That was my medical ID, so that's going to be what I can use for my insurance for my, um, PharmaVail, okay?

Speaker speaker_0: Yep. And also, I see that you also have the FreeRx benefit, which is a separate prescription plan. Now to get that ID card, you actually have to set up your account with FreeRx. Um, and then once you log in, the ID card for that is on the account that you created with them. But you do have-

Speaker speaker_1: So free off this?

Speaker speaker_0: Yes. So to set up your FreeRx account, you would go onto freerx.com.

Speaker speaker_1: Okay. I'm doing that now, so you can try to wa- walk me through it. Okay?

Speaker speaker_0: Give me one second. I'll pull it up.

Speaker speaker_1: So, um...

Speaker speaker_0: Um, hmm.

Speaker speaker_1: So my prescriptions are free?

Speaker speaker_0: So again, you have prescription coverage two ways. You have it with FreeRx, which most of the medications that are covered with FreeRx are free.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now I will also say, only some medications with FreeRx are available for pharmacy pickup. Other medications are only available for home delivery.

Speaker speaker_1: Okay.

Speaker speaker_0: Now you also have coverage for prescriptions under your medical plan, which is through PharmaVail. And all the information that you will need for that is on the medical ID card I just sent you.

Speaker speaker_1: Okay.

Speaker speaker_0: If it is a covered medication with PharmaVail, it would be covered at \$10, \$20 or \$30.

Speaker speaker_1: So do I need to hit join today?

Speaker speaker_0: No. Hit-

Speaker speaker_1: No.

Speaker speaker_0: ... member login.

Speaker speaker_1: Okay. Here we go. Member login. Uh, come on.

Speaker speaker_0: And then you do... Once you get to that screen-

Speaker speaker_1: New user?

Speaker speaker_0: Uh-huh. New user registration.

Speaker speaker_1: Okay. Enter my social... Thank you so much for helping me because I have been... This has just gave me a headache and I want to just go down, lay down and go to bed. You know what I'm saying? I, I don't feel good.

Speaker speaker_0: I get it. I get it.

Speaker speaker_1: Yeah. So I really appreciate you being patient and staying on the phone while I get this done.

Speaker speaker_0: Yes, I know.

Speaker speaker_1: Okay. It's saying there's already a registered user. Hmm. That's weird because I don't have a... Oh, login trouble. Oh, Jesus. Help me Lord. Okay. Well, I'm just gonna, for today, I'm just going to try the, the, the medication through the telehealth, or what's it called?

Speaker speaker_0: Through PharmaVail? With your medical?

Speaker speaker_1: PharmaVail. Yes. Yes, ma'am.

Speaker speaker_0: Okay. Yeah, 'cause if it-

Speaker speaker_1: Okay.

Speaker speaker_0: Did you use the, um, tammyjean1011 at gmail email?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. If you've got already a registered user, it sounds like maybe you already have an account, so you might have to, um, go back to the member login screen and hit login trouble and put in your email address again, and it'll recover the password for you.

Speaker speaker_1: Yeah. That's what I'm doing now, so.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, do y'all have like a booklet where this stuff is not online, but like who I can go see and all that? Because I just sometimes, I don't have... It's just easier for me if I can, um, look it up on a, on a pamphlet, like a booklet. You know, a lot of insurance companies send you a booklet and tell you who's in-network, who's out-of-network. Do y'all not, um, have that feature?

Speaker speaker_0: Um, I have a, uh, like a PDF I can send to you, but it's not going to tell you who's in-network or not. Um, for that, I put instructions in the body of the email with the ID cards that I just sent to you. Uh, there's a website that you can go onto, onto, or it's probably easier just to call the phone numbers for each network that's also listed in that email.

Speaker speaker_1: Okay.

Speaker speaker_0: And they can help you find a provider.

Speaker speaker_1: Okay.

Speaker speaker_0: But I'll definitely just go ahead and send this PDF file that I have, um, to you. It goes over all of the benefits being offered, um, and then it kind of goes over some information about the insurance carriers. So some of this might be, uh, beneficial to you.

Speaker speaker_1: Okay. All righty. Well, thank you so very much and I hope you have an absolutely wonderful day, ma'am.

Speaker speaker_0: You too. Feel better.

Speaker speaker_1: All right. Y- Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Now I got a call. 300 care.

Speaker speaker_0: Did you need me to disconnect?