

Transcript: VICTORIA

Taylor-6622802914623488-4845374521262080

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How are you doing, Victoria? My name is William Taylor. Uh, and I was trying to figure out how do I go by seeing my card number and stuff like that so like I can take it to the doctor? 'Cause when I look on the, uh, portal, I don't see the card number anywhere. Or how- Um. ... how does, does it work? Have you not received your ID card? Is that what you're referring to? I haven't received a card or anything. Okay. What's the name of the agency you work for? Surge, I think. And what's the last four of your Social? 2399. Right. Uh, do you mind verifying your address and date of birth? 9400 Goodman Row, Apartment 1C, April 2nd, 1996. All right, and for that address, the city is Olive Branch, state is Mississippi, zip code is 38654? Correct. Phone number 901-831-3982? Correct. And then email's littlebubba500@gmail? Correct. Okay. So it looks like your coverage just became active last week, so you should get the ID card in the mail soon. But I can look up a copy of it and send it to your email. I appreciate it. Just give me one second. Okay, we just sent that to your email, so it should come here in a few seconds. All right. Thanks. Really? Uh-huh. Thank you for . Okay, I got it. All righty. Do you need help with anything else? Um, yeah. Is this also can be used at the pharmacy when, when is it like doctor office and all that? So, the plan that you're enrolled into is the MEC TeleRx, so that plan pretty much covers like your preventative services, like yearly physicals, vaccinations and preventative screenings. Um, so i- i- as far as like medical is concerned, it's only gonna cover your preventative services. Now it does come with, um, a prescription plan, FreeRx. Um, which most of the medications that are covered through that benefit is free. If it's not free, it would be discounted. But that has a separate ID card. You would actually have to register your account for FreeRx. And then once you get your account set up and you log in, the ID card is logged on that, um, account. You said BRX? FreeRx. FreeRx. Yes. Please go on. And go on there and I gotta create an account and all that? Y- yeah, you have to register- And- ... your account. Yes, sir. Okay, so I, uh, okay, I have to do that. Gotcha. So just go onto the website freerx.com and register your account. All right. Thank you. Uh, what is my account number or anything or should I automatically pull it up with my information? Um, let me see. One second. Okay, so when you go onto that website, you're gonna hit Member Login. Okay. And then it's gonna take you to a separate page, and then it, it's gonna take you to like an actual login. But there is an option for new user registration. You put in your first name, your last name, your email and your Social, and then you should be able to register your account. Uh, thank you. You're welcome. Do you need help with anything else? That's it. All righty. You have a wonderful day. All right. 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: How are you doing, Victoria? My name is William Taylor. Uh, and I was trying to figure out how do I go by seeing my card number and stuff like that so like I can take it to the doctor? 'Cause when I look on the, uh, portal, I don't see the card number anywhere. Or how-

Speaker speaker_0: Um.

Speaker speaker_1: ... how does, does it work?

Speaker speaker_0: Have you not received your ID card? Is that what you're referring to?

Speaker speaker_1: I haven't received a card or anything.

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

Speaker speaker_1: Surge, I think.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 2399.

Speaker speaker_0: Right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 9400 Goodman Row, Apartment 1C, April 2nd, 1996.

Speaker speaker_0: All right, and for that address, the city is Olive Branch, state is Mississippi, zip code is 38654?

Speaker speaker_1: Correct.

Speaker speaker_0: Phone number 901-831-3982?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email's littlebubba500@gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So it looks like your coverage just became active last week, so you should get the ID card in the mail soon. But I can look up a copy of it and send it to your email.

Speaker speaker_1: I appreciate it.

Speaker speaker_0: Just give me one second. Okay, we just sent that to your email, so it should come here in a few seconds.

Speaker speaker_1: All right. Thanks.

Speaker speaker_3: Really?

Speaker speaker_1: Uh-huh. Thank you for . Okay, I got it.

Speaker speaker_0: All righty. Do you need help with anything else?

Speaker speaker_1: Um, yeah. Is this also can be used at the pharmacy when, when is it like doctor office and all that?

Speaker speaker_0: So, the plan that you're enrolled into is the MEC TeleRx, so that plan pretty much covers like your preventative services, like yearly physicals, vaccinations and preventative screenings. Um, so i- i- as far as like medical is concerned, it's only gonna cover your preventative services. Now it does come with, um, a prescription plan, FreeRx. Um, which most of the medications that are covered through that benefit is free. If it's not free, it would be discounted. But that has a separate ID card. You would actually have to register your account for FreeRx. And then once you get your account set up and you log in, the ID card is logged on that, um, account.

Speaker speaker_1: You said BRX?

Speaker speaker_0: FreeRx.

Speaker speaker_1: FreeRx.

Speaker speaker_0: Yes. Please go on.

Speaker speaker_1: And go on there and I gotta create an account and all that?

Speaker speaker_0: Y- yeah, you have to register-

Speaker speaker_1: And-

Speaker speaker_0: ... your account. Yes, sir.

Speaker speaker_1: Okay, so I, uh, okay, I have to do that. Gotcha.

Speaker speaker_0: So just go onto the website freerx.com and register your account.

Speaker speaker_1: All right. Thank you. Uh, what is my account number or anything or should I automatically pull it up with my information?

Speaker speaker_0: Um, let me see. One second. Okay, so when you go onto that website, you're gonna hit Member Login.

Speaker speaker_1: Okay.

Speaker speaker_0: And then it's gonna take you to a separate page, and then it, it's gonna take you to like an actual login. But there is an option for new user registration. You put in your first name, your last name, your email and your Social, and then you should be able to register your account.

Speaker speaker_1: Uh, thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: That's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.