

## **Transcript: VICTORIA**

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### **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? Um, I was calling to... I had got a text saying it was open enrollment until January 31st. Okay. Uh, what's the name of the agency you work for? Uh, I work for Wagner, Wagner Staffing. Gotcha. And, um, the last four of your Social? 1522. And are you wanting to get enrolled? Yes, ma'am. Okay. Give me one second. And your first and last name? Um, Arianne Key. And if you will verify your address and date of birth. Address is 1201 Chardonnay Lane, Griffin, Georgia 30223. And my date of birth is 10-23-1998. Phone number 470-606-2233? Yes, ma'am. And then email is counsellmulan@gmail.com? Yes, ma'am. Okay. Yeah, so I actually see you're already enrolled, um, it looks like into the MEC, uh, Stay Healthy, the dental, vision, and the VIPCO, uh, medical plan. Were you wanting to keep everything the same or...? So I was... Uh, I had just tried to get a pres- prescription filled with the card I have- that I had got in the mail. And when I called the company that do prescriptions, they said that I was only eligible for certain prescriptions because of the plan I have. I don't even remember choosing a plan. That's why I called this number to see, uh, what it was I was enrolled in. Gotcha. So technically you have two different medical plans. Um, let me ask you this. The ID card that you have, does it say Elixir for the prescriptions or Pharmaville? It says Elixir. Okay. So that ID card that you have is for, like, your preventative services and preventative medications. Okay. Um, and you should have received another ID card, but through email for, like, the non-preventative services and prescriptions. Okay, so, uh, it'll- it'll be another card in my email instead of a physical one? Yeah. They typically send it to you by email. I'm not sure if you receive that yet or, um... I mean, I can look it up on my end and email it to you just in case. Yes. Could you do that for me please? Sure. I'm just gonna go ahead and download all of your ID cards, both your medicals, your dental and your vision so you have all those. Okay. Give me just one second and I will be right back. All right. You still there? Yes, ma'am. Okay. Um, I was just saying, I, uh, just sent all your ID cards to you. Oh, okay. All right, I just received them. Gotcha. Uh, so there should be four different PDF files attached to that email. Um, your dental, vision and then, uh, your preventative medical, which is gonna have Elixir on it for the prescriptions, which is typically for preventative medications. And then the ID card that's labeled, um, HI Medical, that is for your non-preventative medical and non-preventative medication. All right, okay, I see 'em all. All righty, perfect. Ah. Well, thank you. You're welcome. You have a wonderful day. All right, you too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: 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?

Speaker speaker\_1: Um, I was calling to... I had got a text saying it was open enrollment until January 31st.

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

Speaker speaker\_1: Uh, I work for Wagner, Wagner Staffing.

Speaker speaker\_0: Gotcha. And, um, the last four of your Social?

Speaker speaker\_1: 1522.

Speaker speaker\_0: And are you wanting to get enrolled?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me one second. And your first and last name?

Speaker speaker\_1: Um, Arianne Key.

Speaker speaker\_0: And if you will verify your address and date of birth.

Speaker speaker\_1: Address is 1201 Chardonnay Lane, Griffin, Georgia 30223. And my date of birth is 10-23-1998.

Speaker speaker\_0: Phone number 470-606-2233?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is counselmulan@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Yeah, so I actually see you're already enrolled, um, it looks like into the MEC, uh, Stay Healthy, the dental, vision, and the VIPCO, uh, medical plan. Were you wanting to keep everything the same or...?

Speaker speaker\_1: So I was... Uh, I had just tried to get a pres- prescription filled with the card I have- that I had got in the mail. And when I called the company that do prescriptions, they said that I was only eligible for certain prescriptions because of the plan I have. I don't even remember choosing a plan. That's why I called this number to see, uh, what it was I was enrolled in.

Speaker speaker\_0: Gotcha. So technically you have two different medical plans. Um, let me ask you this. The ID card that you have, does it say Elixir for the prescriptions or Pharmaville?

Speaker speaker\_1: It says Elixir.

Speaker speaker\_0: Okay. So that ID card that you have is for, like, your preventative services and preventative medications.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and you should have received another ID card, but through email for, like, the non-preventative services and prescriptions.

Speaker speaker\_1: Okay, so, uh, it'll- it'll be another card in my email instead of a physical one?

Speaker speaker\_0: Yeah. They typically send it to you by email. I'm not sure if you receive that yet or, um... I mean, I can look it up on my end and email it to you just in case.

Speaker speaker\_1: Yes. Could you do that for me please?

Speaker speaker\_0: Sure. I'm just gonna go ahead and download all of your ID cards, both your medicals, your dental and your vision so you have all those.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Give me just one second and I will be right back.

Speaker speaker\_1: All right.

Speaker speaker\_0: You still there?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Um, I was just saying, I, uh, just sent all your ID cards to you.

Speaker speaker\_2: Oh, okay. All right, I just received them.

Speaker speaker\_0: Gotcha. Uh, so there should be four different PDF files attached to that email. Um, your dental, vision and then, uh, your preventative medical, which is gonna have Elixir on it for the prescriptions, which is typically for preventative medications. And then the ID card that's labeled, um, HI Medical, that is for your non-preventative medical and non-preventative medication.

Speaker speaker\_2: All right, okay, I see 'em all.

Speaker speaker\_0: All righty, perfect.

Speaker speaker\_2: Ah. Well, thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_2: All right, you too.

Speaker speaker\_0: Thank you. Bye-bye.