

Transcript: Chris Sofield

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Full Transcript

... brush my teeth. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Uh, hi there. Um, I spoke with you guys earlier today about trying to get my prescriptions and a new ID card. I don't know if I spoke with you? It's possible, um, but how can I help you now? Okay, so I was sent, um, by email, like, a new kind of, like, temporary card thing, which I- Right. ... showed here at the pharmacy. They said that's great for a doctor visit, but, uh, it doesn't have a PIN number, ID number, PCN or group number. It should. Um, if you did receive a copy of an ID card via email, um, on one side it should say, like, uh, the page would have an exact copy of the policy. Let me take a look here. What staffing company do you work with, sir? Noor Staffing. Noor Staffing? And then... The last four of your Social? 6564. And your first and last name? Julian DeArmas. Thank you. Mr. DeArmas, could you verify your address and your date of birth, please? 240 East 82nd Street, New York, 1/25/65. Thank you. You were on file 917-887-2077? Yes. Okay, one moment. Let me see... Huh. The ID cards don't have the p- the, the prescription information on them. That's in- Hmm. They normally do. That's strange. Mm-hmm. Um, all right. So, I do apologize for that, uh, I, I wasn't aware that the ID card was missing that information. We, uh, will try to reach out to American Public Life and see if we can't get that corrected. In the meantime, I can give you the phone number to Pharmavale, they're the prescription benefit manager for that policy. Uh, you do have prescription coverage for that policy, I'm not sure why the ID card doesn't show that information. But I can give you PharmaVail's number and they should be able to provide that information for you. Can you connect me to them, or no? Uh, yeah, I can, I can connect you to them, um, one moment. That'd be a big help. Thanks. No problem. And what do I tell them? Should I tell them- Um- ... I'm looking for? Yeah, uh, let, let them know that you, um, that you have, uh, that you have coverage with them through your, uh, through your indemnity plan, through, um- Mm-hmm. ... through Noor Staffing, and they should be able to pull that information up for you. Uh, they may need, uh... Given that it doesn't have the, it, it... I'm not sure if it's the same ID number as the one that's on the ID card itself or if there's a separate ID number for the p- uh, the prescription plan. Um, but if, if, uh, the ID number that's on the policy, on the ID card that you received is not correct, then they should be able to locate you with your Social. Okay, let's try it out. All right. Um, I'll go ahead and work on that transfer for you. Uh, before I transfer you over, was there anything else I could help you with? Uh, no, that's it. Thank you for your time. No problem. Please hold for your transfer.

Conversation Format

Speaker speaker_0: ... brush my teeth.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_0: Uh, hi there. Um, I spoke with you guys earlier today about trying to get my prescriptions and a new ID card. I don't know if I spoke with you?

Speaker speaker_1: It's possible, um, but how can I help you now?

Speaker speaker_0: Okay, so I was sent, um, by email, like, a new kind of, like, temporary card thing, which I-

Speaker speaker_1: Right.

Speaker speaker_0: ... showed here at the pharmacy. They said that's great for a doctor visit, but, uh, it doesn't have a PIN number, ID number, PCN or group number.

Speaker speaker_1: It should. Um, if you did receive a copy of an ID card via email, um, on one side it should say, like, uh, the page would have an exact copy of the policy. Let me take a look here. What staffing company do you work with, sir?

Speaker speaker_0: Noor Staffing.

Speaker speaker_1: Noor Staffing? And then... The last four of your Social?

Speaker speaker_0: 6564.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Julian DeArmas.

Speaker speaker_1: Thank you. Mr. DeArmas, could you verify your address and your date of birth, please?

Speaker speaker_0: 240 East 82nd Street, New York, 1/25/65.

Speaker speaker_1: Thank you. You were on file 917-887-2077?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, one moment. Let me see... Huh. The ID cards don't have the p-the, the prescription information on them. That's in- Hmm. They normally do. That's strange.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, all right. So, I do apologize for that, uh, I, I wasn't aware that the ID card was missing that information. We, uh, will try to reach out to American Public Life and see if we can't get that corrected. In the meantime, I can give you the phone number to Pharmavale, they're the prescription benefit manager for that policy. Uh, you do have prescription coverage for that policy, I'm not sure why the ID card doesn't show that information. But I can give you PharmaVail's number and they should be able to provide that information for you.

Speaker speaker_0: Can you connect me to them, or no?

Speaker speaker_1: Uh, yeah, I can, I can connect you to them, um, one moment.

Speaker speaker_0: That'd be a big help. Thanks.

Speaker speaker_1: No problem.

Speaker speaker_0: And what do I tell them? Should I tell them-

Speaker speaker_1: Um-

Speaker speaker_0: ... I'm looking for?

Speaker speaker_1: Yeah, uh, let, let them know that you, um, that you have, uh, that you have coverage with them through your, uh, through your indemnity plan, through, um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... through Noor Staffing, and they should be able to pull that information up for you. Uh, they may need, uh... Given that it doesn't have the, it, it... I'm not sure if it's the same ID number as the one that's on the ID card itself or if there's a separate ID number for the p- uh, the prescription plan. Um, but if, if, uh, the ID number that's on the policy, on the ID card that you received is not correct, then they should be able to locate you with your Social.

Speaker speaker_0: Okay, let's try it out.

Speaker speaker_1: All right. Um, I'll go ahead and work on that transfer for you. Uh, before I transfer you over, was there anything else I could help you with?

Speaker speaker_0: Uh, no, that's it. Thank you for your time.

Speaker speaker_1: No problem. Please hold for your transfer.