

Transcript: Francesca

Baez-5103400366686208-6195319431806976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today? Hi. I just tried to enter the portal but it won't let me. It said to call the customer care number. What staffing do you work with? BTSS. And was that the website for your base of information or is that the one where you go and it has like the download documents, member login, enroll/decline and such? It, uh, the one that I went into I was able to schedule like for virtual care and that sort of thing. Oh, okay. I know which website you're talking about now. The one that you utilize to get that, um, urgent virtual package? Yes. Okay. Let's see. Because the huge issue I'm having, ma'am, I need to have a prescription refilled but it looks like I'm gonna have to speak with a doctor every time I run out to request another 30 days. Okay. So you want me to look into seeing if there's a way for you to not have to call every time you need a refill as well as checking on that website being down? Yes, ma'am. Thank you. Okay. First let me place you on a quick call. I'm going to be right back, okay? Sure. Thank you. Thank you. Can you tell me if you were holding sir? Yes, ma'am. Okay. So in regards to the first issue with the website, I'm gonna get into your account, um, so that we can send your information out to IT to take a look into the website. What are the last four of your social? 8627. Okay. And what is your last name? Ferguson. There we go. And just to make sure I'm on the right account, could you verify your mailing address and date of birth? 874 Conklin Street, Houston, Texas, 77088. April 24th, 1974. And the best number to call you back at is 281-223-8994? Yes, ma'am. Can I have your email down as your last name, your first name, number24@gmail.com? Yes, ma'am. Okay. So I'm gonna send this information out to the IT department. They should be getting back to me within 24 to 48 hours. Okay. And then in regards to the second issue of that having to repeatedly contact them in order to get a refilled. Yes, ma'am. So you will have to contact the pharmacy directly. Um, per the notes I think they probably gave you their phone number already. It's Curexa. Do you have their number? I'm s- I'm so sorry. This is the pharmacy? No, sir. We're the customer service department. No, the, the number you're trying to give me. Yes, sir. Uh, is it 1-800-933-3734? Let's see. 3734... Sorry, I'm waiting for the info to load. There we go. Oh, take your time. So the last four of the one that I have is 0390 actually. No, ma'am. I don't have that one. I think it might be... Yeah, I think it might be a different one. So it's gonna be 855- Okay. ... 927- Okay. ... 0390. Gotcha. Okay. And then this is where you're gonna call with anything related to your prescriptions, okay? Yes, ma'am. And what is the name of the company? Curexa, C-U-R-E-X as in x-ray, A as in apple. Perfect. Thank you so much for your help. Of course, it was my pleasure. And then I should be giving you a call back within end of day today. If not, it will be back on Monday 23rd in regards to the issue with the website. Hopefully we can get it resolved before end of day for you. Yes, ma'am. Thank you so much. It was my pleasure. Enjoy the rest of your day. You too. Mm,

bye-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 in the Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I just tried to enter the portal but it won't let me. It said to call the customer care number.

Speaker speaker_1: What staffing do you work with?

Speaker speaker_2: BTSS.

Speaker speaker_1: And was that the website for your base of information or is that the one where you go and it has like the download documents, member login, enroll/decline and such?

Speaker speaker_2: It, uh, the one that I went into I was able to schedule like for virtual care and that sort of thing.

Speaker speaker_1: Oh, okay. I know which website you're talking about now. The one that you utilize to get that, um, urgent virtual package?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see.

Speaker speaker_2: Because the huge issue I'm having, ma'am, I need to have a prescription refilled but it looks like I'm gonna have to speak with a doctor every time I run out to request another 30 days.

Speaker speaker_1: Okay. So you want me to look into seeing if there's a way for you to not have to call every time you need a refill as well as checking on that website being down?

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: Okay. First let me place you on a quick call. I'm going to be right back, okay?

Speaker speaker_2: Sure. Thank you.

Speaker speaker_1: Thank you. Can you tell me if you were holding sir?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So in regards to the first issue with the website, I'm gonna get into your account, um, so that we can send your information out to IT to take a look into the website. What are the last four of your social?

Speaker speaker_2: 8627.

Speaker speaker_1: Okay. And what is your last name?

Speaker speaker_2: Ferguson.

Speaker speaker_1: There we go. And just to make sure I'm on the right account, could you verify your mailing address and date of birth?

Speaker speaker_2: 874 Conklin Street, Houston, Texas, 77088. April 24th, 1974.

Speaker speaker_1: And the best number to call you back at is 281-223-8994?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email down as your last name, your first name, number24@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I'm gonna send this information out to the IT department. They should be getting back to me within 24 to 48 hours.

Speaker speaker_2: Okay.

Speaker speaker_1: And then in regards to the second issue of that having to repeatedly contact them in order to get a refilled.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So you will have to contact the pharmacy directly. Um, per the notes I think they probably gave you their phone number already. It's Curexa. Do you have their number?

Speaker speaker_2: I'm s- I'm so sorry. This is the pharmacy?

Speaker speaker_1: No, sir. We're the customer service department.

Speaker speaker_2: No, the, the number you're trying to give me.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, is it 1-800-933-3734?

Speaker speaker_1: Let's see. 3734... Sorry, I'm waiting for the info to load. There we go.

Speaker speaker_2: Oh, take your time.

Speaker speaker_1: So the last four of the one that I have is 0390 actually.

Speaker speaker_2: No, ma'am. I don't have that one.

Speaker speaker_1: I think it might be... Yeah, I think it might be a different one. So it's gonna be 855-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 927-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 0390.

Speaker speaker_2: Gotcha.

Speaker speaker_1: Okay. And then this is where you're gonna call with anything related to your prescriptions, okay?

Speaker speaker_2: Yes, ma'am. And what is the name of the company?

Speaker speaker_1: Curexa, C-U-R-E-X as in x-ray, A as in apple.

Speaker speaker_2: Perfect. Thank you so much for your help.

Speaker speaker_1: Of course, it was my pleasure. And then I should be giving you a call back within end of day today. If not, it will be back on Monday 23rd in regards to the issue with the website. Hopefully we can get it resolved before end of day for you.

Speaker speaker_2: Yes, ma'am. Thank you so much.

Speaker speaker_1: It was my pleasure. Enjoy the rest of your day.

Speaker speaker_2: You too. Mm, bye-bye.

Speaker speaker_1: Bye.