

Transcript: Francesca

Baez-5379560403681280-5689730493104128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Beneficino Car. My name is Francesca. How can I assist you today? I'm trying to get some answers to something, but you the fourth one I done called. Ain't nobody answering what I'm asking. They... Like they only programmed to answer these questions. It's simple questions, but I don't know the answers 'cause I'm a forklift driver. I don't do what y'all do. The last person seemed like he had attitude. How was your day before I started talking to you? Because if you mad, there ain't no use in me talking to you 'cause I got some questions to ask about m- this plan I'm trying to join. I'm trying to get medicine, medical. But nobody knows it. Know what I'm asking. Do you understand what I'm asking you right now? Yes, sir. What coverage-specific questions do you have in regards to the medical plans? I'm trying to see what do we cover if I join... I, I work for MAU. My last four c- social is 493. I am trying to see what it cover for me, if it's worth getting it. 'Cause once you sign up for it, I can't cancel it until next year and if it ain't gonna do nothing for me, I don't want it. Even if my job said ain't no good, I wanna find out myself 'cause I know- Do you know what- ... I know the, uh, vision, the vision is very good. Mm-hmm. I had it for years. And, um, I might ask you this one more question before, uh... If you're still with the company and you and the enrollment coming around, if you ain't making no changes, we don't have to call, right? That is correct, sir. Just the same thing. The system will just roll over your current policy. And they stay the... Everything will stay the same? Okay. Yes, sir. All right? Mm-hmm. Okay, then. Okay. I got that part. Now, I'm trying to find, uh, something to help me... A plan to... So I can go to the doctor, see the doctor, and I wanna see that can I get, find a plan to help me pay for medicine. I take diabetic pills and all that. High blood pressure pills. You think you can help me find that plan? I can inform you- Which would be the most sense. ... as far as what the plan's covered. Um, however, as far as whether or not your specific current medications would be covered, we at Beneficino Card- Okay. ... wouldn't be able to inform you that due to, to the fact that we- Mm-hmm. ... are only the administrators. So what we have access to is their benefit guide. We're limited on specific coverage information. Only the carrier will be able- Okay. ... to advise you what medications will be covered. Mm-hmm. And but y'all gotta get the... So how would I find that out before... I can find that out before I get the plan? Yes, sir. You're a- Or I gotta get the plan? No, you're able to check before you're enrolled. The only medical plan that will cover going to the doctor's office and seeing them as well as your prescriptions is gonna be either their IntroPlus plans or MEC Enhance. Um, but for all three of those plans that I just mentioned, the medical carrier for medicine is going to be Pharmavel prescriptions. So you'll need to look into their specific prescription list to see if your current prescriptions are covered under them in that list. Have you spoken with them today? Yeah, but I didn't know what to ask them. But I asked them, but they said they couldn't answer my question without me having a

plan already, so- Okay. ... they couldn't tell what, what it covered. And I said, "What? I, I, I didn't understand that part." And- Okay. ... that's basically it. And they kept on telling me- So- ... they can't help me. So I think for me that we're unable to assist you without having an active policy. You can reach out to Miss Delicia and Sandra. They're the people that usually- Mm-hmm. ... with APL, with those plans, you reach out to see specific things that you need to know that will be covered under them before you get enrolled. I can give you both of their phone numbers. If they do not pick up, just- Yeah. ... leave them a voicemail and they'll get back to you as soon as they can. Okay. I know sooner or later I'm gonna find somebody who know how to answer a question. Thank you. I thought it was gonna be, "What's the number?" Of course. It was my pleasure. It is- What's the number? For Miss Delicia, 601- 601- ... 936- 9-3-6- ... 3-2-9-0. Okay. And then next one? And then the Sandra's gonna be very similar aside from the last two digits. So it will be 601- Mm-hmm. ... 936- Mm-hmm. 32... All right. 32... Mm-hmm? How you get the last three? You said 32 what? 3287. Okay. And after I finish talking to them, do I... In the fact, in fact, if... When I finish talking to them and I like what they say and I can... And it can help me, do I call y'all back or they sign me up? You will give us a call back so that we can sign you up. Okay. Okay. All right. Well, thank you. All right, and then I also recommend, Mr. Hicks- Mm-hmm. Yes? ... if they don't pick up, you can also try speaking back with Pharmavel and asking if they have- Mm-hmm. ... any website where you could possibly do a drug search to see if your specific prescriptions are covered under them. Okay. All right. Thank you. Of course. Was there anything else aside- All right. Well- ... from that assistance that we can offer you today? Um, no, not right now. That's it. All right. Well, I do hope you have a wonderful rest of your day. Thank you for your time today, sir. Okay. You too. 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 Beneficino Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: I'm trying to get some answers to something, but you the fourth one I done called. Ain't nobody answering what I'm asking. They... Like they only programmed to answer these questions. It's simple questions, but I don't know the answers 'cause I'm a forklift driver. I don't do what y'all do. The last person seemed like he had attitude. How was your day before I started talking to you? Because if you mad, there ain't no use in me talking to you 'cause I got some questions to ask about m- this plan I'm trying to join. I'm trying to get medicine, medical. But nobody knows it. Know what I'm asking. Do you understand what I'm asking you right now?

Speaker speaker_1: Yes, sir. What coverage-specific questions do you have in regards to the medical plans?

Speaker speaker_2: I'm trying to see what do we cover if I join... I, I work for MAU. My last four c- social is 493. I am trying to see what it cover for me, if it's worth getting it. 'Cause once

you sign up for it, I can't cancel it until next year and if it ain't gonna do nothing for me, I don't want it. Even if my job said ain't no good, I wanna find out myself 'cause I know-

Speaker speaker_1: Do you know what-

Speaker speaker_2: ... I know the, uh, vision, the vision is very good.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I had it for years. And, um, I might ask you this one more question before, uh... If you're still with the company and you and the enrollment coming around, if you ain't making no changes, we don't have to call, right?

Speaker speaker_1: That is correct, sir.

Speaker speaker_2: Just the same thing.

Speaker speaker_1: The system will just roll over your current policy.

Speaker speaker_2: And they stay the... Everything will stay the same? Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, then. Okay. I got that part. Now, I'm trying to find, uh, something to help me... A plan to... So I can go to the doctor, see the doctor, and I wanna see that can I get, find a plan to help me pay for medicine. I take diabetic pills and all that. High blood pressure pills. You think you can help me find that plan?

Speaker speaker_1: I can inform you-

Speaker speaker_2: Which would be the most sense.

Speaker speaker_1: ... as far as what the plan's covered. Um, however, as far as whether or not your specific current medications would be covered, we at Beneficino Card-

Speaker speaker_2: Okay.

Speaker speaker_1: ... wouldn't be able to inform you that due to, to the fact that we-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... are only the administrators. So what we have access to is their benefit guide. We're limited on specific coverage information. Only the carrier will be able-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to advise you what medications will be covered.

Speaker speaker_2: Mm-hmm. And but y'all gotta get the... So how would I find that out before... I can find that out before I get the plan?

Speaker speaker_1: Yes, sir. You're a-

Speaker speaker_2: Or I gotta get the plan?

Speaker speaker_1: No, you're able to check before you're enrolled. The only medical plan that will cover going to the doctor's office and seeing them as well as your prescriptions is gonna be either their IntroPlus plans or MEC Enhance. Um, but for all three of those plans that I just mentioned, the medical carrier for medicine is going to be Pharmavel prescriptions. So you'll need to look into their specific prescription list to see if your current prescriptions are covered under them in that list. Have you spoken with them today?

Speaker speaker_2: Yeah, but I didn't know what to ask them. But I asked them, but they said they couldn't answer my question without me having a plan already, so-

Speaker speaker_1: Okay.

Speaker speaker_2: ... they couldn't tell what, what it covered. And I said, "What? I, I, I didn't understand that part." And-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that's basically it. And they kept on telling me-

Speaker speaker_1: So-

Speaker speaker_2: ... they can't help me.

Speaker speaker_1: So I think for me that we're unable to assist you without having an active policy. You can reach out to Miss Delicia and Sandra. They're the people that usually-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... with APL, with those plans, you reach out to see specific things that you need to know that will be covered under them before you get enrolled. I can give you both of their phone numbers. If they do not pick up, just-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... leave them a voicemail and they'll get back to you as soon as they can.

Speaker speaker_2: Okay. I know sooner or later I'm gonna find somebody who know how to answer a question. Thank you. I thought it was gonna be, "What's the number?"

Speaker speaker_1: Of course. It was my pleasure. It is-

Speaker speaker_2: What's the number?

Speaker speaker_1: For Miss Delicia, 601-

Speaker speaker_2: 601-

Speaker speaker_1: ... 936-

Speaker speaker_2: 9-3-6-

Speaker speaker_1: ... 3-2-9-0.

Speaker speaker_2: Okay. And then next one?

Speaker speaker_1: And then the Sandra's gonna be very similar aside from the last two digits. So it will be 601-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 936-

Speaker speaker_2: Mm-hmm. 32... All right.

Speaker speaker_1: 32...

Speaker speaker_2: Mm-hmm? How you get the last three? You said 32 what?

Speaker speaker_1: 3287.

Speaker speaker_2: Okay. And after I finish talking to them, do I... In the fact, in fact, if... When I finish talking to them and I like what they say and I can... And it can help me, do I call y'all back or they sign me up?

Speaker speaker_1: You will give us a call back so that we can sign you up.

Speaker speaker_2: Okay. Okay. All right. Well, thank you.

Speaker speaker_1: All right, and then I also recommend, Mr. Hicks-

Speaker speaker_2: Mm-hmm. Yes?

Speaker speaker_1: ... if they don't pick up, you can also try speaking back with Pharmavel and asking if they have-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... any website where you could possibly do a drug search to see if your specific prescriptions are covered under them.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Of course. Was there anything else aside-

Speaker speaker_2: All right. Well-

Speaker speaker_1: ... from that assistance that we can offer you today?

Speaker speaker_2: Um, no, not right now. That's it.

Speaker speaker_1: All right. Well, I do hope you have a wonderful rest of your day. Thank you for your time today, sir.

Speaker speaker_2: Okay. You too.

Speaker speaker_1: Bye-bye.