

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Where is a smile? Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah. I just, um... I'm looking for, like, all the information for my health insurance, like the policy number and stuff that I could give to my pharmacy to cover a medication. What staffing company do you work with? I'm sorry. What did you say? What staffing company do you work with? I work with, um, ATC Healthcare. What are the last four of the social? The last four? 2886. For security purposes, could you please verify your mailing address for me and date of birth? Um, 1520 Shelby Forest Lane, Tuscaloosa, Alabama 35043 and my date of birth is 1/28/1994. And that was 28 for the day, right? Yes. We have the best number to reach you down as 205-800-3683. Correct. Ms. Holzenbach, is that correct? That's correct. And then we have your email down as your first- Yeah. ... name, Ermerson, sorry if I mispronounce it, tony8@yahoo.com? That's correct. All right. Do you need a copy of all of your benefit cards, the dental, vision and the medical, or just the medical? Which has your pharmacy. Um, I just need the medical. I have the dental and the vision. Understood. Now I do know that carrier only does a digital copy when you become active. Did you need me to put in an order for a physical one to your home as well, or are you just looking for the digital one today? Uh, the digital one's fine. All right. Oh, okay. And then I do see here that your enrollment was processed online. So I just wanna go over the prescription package your plan comes with. It's with the carrier Pharamaville Prescriptions. Okay. They work off a tier system of \$10, \$20 or \$30 for generic, depending on where your generic prescription falls. That will be how much you pay out of pocket. Okay. And then for the non-generic ones, they provide a discount on those. Okay. All right. And then your email that I'm going to send you with the PDF cop- I'm sorry, PDF file, which is going to be the copy of your benefit card. It is going to have the information for the network providers for your vision, your dental and your medical. Okay. None of your plans have a network requirement, but they just have the network companies in the event that it makes it easier for you to locate carriers and providers around your area that did work with your insurance company. That's fine. Great. All right. So it'll be coming from the office email which is info@benefitsinacard.com. Okay. And it is going to be titled ID Card. If you don't see it right away in your inbox, it might go to your junk or spam mail, all depending on how you have it set up. Okay. All right. Let me know once you see it. Now while we're waiting for you to receive that, I do see here that your policy's missing the beneficiary due to the fact that your carrier for critical illness and group accident. For some reason this year they changed their policy where they want a beneficiary for those two plans. Will you be able to provide one today? I just need the first and last name. Sure. And get that shipped to you. Okay. You want the first name? Yes, go ahead. It's Nathaniel. N-A-T-H-A-N-I-E-L. And then it'll be the same last name, Holzenbach. All right. And what is your relationship to him?

Spouse. All right. All set. And do you have any questions in regards to the prescriptions you're picking up? No, I really don't. Understood. The number for your pharmacist carrier is gonna be on your benefit card. Once you open it, to the right of the boxes they should be like a dark blue letters. Okay. Right in the middle of it, that will be the phone number that you call, where it says customer service. And then at the bottom they have the pharmacy help desk number as well for you. Okay. All right. Was there anything else we can assist you with today? Um, let me just make sure. Oh, I got it. Nope, I should be good. Thank you. My pleasure. If you have any questions or concerns about your insurance- All right. ... that will be with us 8:00 AM to 8:00 PM, Monday through Fridays, Eastern Time. Okay. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Where is a smile?

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah. I just, um... I'm looking for, like, all the information for my health insurance, like the policy number and stuff that I could give to my pharmacy to cover a medication.

Speaker speaker_2: What staffing company do you work with?

Speaker speaker_1: I'm sorry. What did you say?

Speaker speaker_2: What staffing company do you work with?

Speaker speaker_1: I work with, um, ATC Healthcare.

Speaker speaker_2: What are the last four of the social?

Speaker speaker_1: The last four? 2886.

Speaker speaker_2: For security purposes, could you please verify your mailing address for me and date of birth?

Speaker speaker_1: Um, 1520 Shelby Forest Lane, Tuscaloosa, Alabama 35043 and my date of birth is 1/28/1994.

Speaker speaker_2: And that was 28 for the day, right?

Speaker speaker_1: Yes.

Speaker speaker_2: We have the best number to reach you down as 205-800-3683.

Speaker speaker_1: Correct.

Speaker speaker_2: Ms. Holzenbach, is that correct?

Speaker speaker_1: That's correct.

Speaker speaker_2: And then we have your email down as your first-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... name, Ermerson, sorry if I mispronounce it, tony8@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_2: All right. Do you need a copy of all of your benefit cards, the dental, vision and the medical, or just the medical? Which has your pharmacy.

Speaker speaker_1: Um, I just need the medical. I have the dental and the vision.

Speaker speaker_2: Understood. Now I do know that carrier only does a digital copy when you become active. Did you need me to put in an order for a physical one to your home as well, or are you just looking for the digital one today?

Speaker speaker_1: Uh, the digital one's fine.

Speaker speaker_2: All right. Oh, okay. And then I do see here that your enrollment was processed online. So I just wanna go over the prescription package your plan comes with. It's with the carrier Pharamaville Prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_2: They work off a tier system of \$10, \$20 or \$30 for generic, depending on where your generic prescription falls. That will be how much you pay out of pocket.

Speaker speaker_1: Okay.

Speaker speaker_2: And then for the non-generic ones, they provide a discount on those.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. And then your email that I'm going to send you with the PDF cop- I'm sorry, PDF file, which is going to be the copy of your benefit card. It is going to have the information for the network providers for your vision, your dental and your medical.

Speaker speaker_1: Okay.

Speaker speaker_2: None of your plans have a network requirement, but they just have the network companies in the event that it makes it easier for you to locate carriers and providers around your area that did work with your insurance company.

Speaker speaker_1: That's fine.

Speaker speaker_2: Great. All right. So it'll be coming from the office email which is info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_2: And it is going to be titled ID Card. If you don't see it right away in your inbox, it might go to your junk or spam mail, all depending on how you have it set up.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Let me know once you see it. Now while we're waiting for you to receive that, I do see here that your policy's missing the beneficiary due to the fact that your carrier for critical illness and group accident. For some reason this year they changed their policy where they want a beneficiary for those two plans. Will you be able to provide one today? I just need the first and last name.

Speaker speaker_1: Sure.

Speaker speaker_2: And get that shipped to you.

Speaker speaker_1: Okay. You want the first name?

Speaker speaker_2: Yes, go ahead.

Speaker speaker_1: It's Nathaniel. N-A-T-H-A-N-I-E-L. And then it'll be the same last name, Holzenbach.

Speaker speaker_2: All right. And what is your relationship to him?

Speaker speaker_1: Spouse.

Speaker speaker_2: All right. All set. And do you have any questions in regards to the prescriptions you're picking up?

Speaker speaker_1: No, I really don't.

Speaker speaker_2: Understood. The number for your pharmacist carrier is gonna be on your benefit card. Once you open it, to the right of the boxes they should be like a dark blue letters.

Speaker speaker_1: Okay.

Speaker speaker_2: Right in the middle of it, that will be the phone number that you call, where it says customer service. And then at the bottom they have the pharmacy help desk number as well for you.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Was there anything else we can assist you with today?

Speaker speaker_1: Um, let me just make sure. Oh, I got it. Nope, I should be good. Thank you.

Speaker speaker_2: My pleasure. If you have any questions or concerns about your insurance-

Speaker speaker_1: All right.

Speaker speaker_2: ... that will be with us 8:00 AM to 8:00 PM, Monday through Fridays, Eastern Time.

Speaker speaker_1: Okay. Thank you.