

Transcript: Francesca

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Full Transcript

Thank you for calling Medical Benefit, my name is Francesca. How can I assist you today? Yes, ma'am. I have your services, and I need a little information, please. Okay. What information? I had a stroke last Tuesday. And I have short-term disability, and I'm trying to see how that works or what I need to do to, uh, submit information to you. And I also want to see, um, I do not have like, a p- a, uh, prescription card. So I'm trying to figure out, um, how... and I pay for that. I'm trying to figure out what I need to submit to the pharmacy to get my medication. Understood. So as short as, as, sorry, as far as the short-term disability goes you need to speak with a carrier to submit the claim, but I can take a look in regards to the prescription question. Which staffing company do you work with? Uh, Verstella. Verstella. What is the last four of your Social? 0820. And your last name? Lacy. L-A-C-Y. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 1212 Greenbriar Drive, Mesquite, Texas. Um, date of, uh, what, what, what is the date of birth? Yes, ma'am? Uh, January 23rd, 1971. We have the best phone number to reach you down as 901-550-6384. That's correct. And we have your email down as fir-, I mean last name, first name, number four at gmail.com, and then there's a second one that's first name, period, last name @piffs.org. That's my work one, but I'm not at work right now. Understood. But it is correct. It, it is correct though. All right. So your medical plan, BIP+, comes with a prescription package on it with PharmaBill, you will use the same benefit card as that plan. Now if you're asking me running day for your ex program, you have to- I, I don't, I don't have... Hold on, I don't have the card. Which card, ma'am? For the medical plan? Yes. Okay. I can send you a copy to your email. As far as the free Rx membership goes for the prescriptions, you need to do your registration in order to gain access to your account. Those benefit cards for the membership only yourself will have access to it through your profile. Have you processed your registration for the free Rx membership? I didn't know I had to do that. No. Uh, uh, no. Okay, so- I couldn't remember why I didn't receive my Medicare, medical card and why I didn't receive the prescription card. So I need to do something, go and register something? I thought that's the way I did when I first signed up. No, ma'am. You only signed up for the membership, you didn't do the registration. That's a separate step. I'll be sending you two emails in total. One of them will have that digital medical card, and the other one will be the instructions on how to register for your free Rx membership. Okay. Well, I wish they had made that plain when I first got this plan. Mm. All right, that's it. I should be sending you a digital copy of your medical card and the instructions for your free Rx membership. Was there anything else we can assist you with today? Um, who do I contact pertaining to the short-term disability that I applied for? American Public Life, ma'am. I wanted to make sure that there was nothing else that I could assist you with before I get you transferred over to them. Okay. No, that was it. Thank you. Of course. So I'll go ahead and get you transferred over to them.

Bear with me one moment. Okay, thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Benefit, my name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. I have your services, and I need a little information, please.

Speaker speaker_0: Okay. What information?

Speaker speaker_1: I had a stroke last Tuesday. And I have short-term disability, and I'm trying to see how that works or what I need to do to, uh, submit information to you. And I also want to see, um, I do not have like, a p- a, uh, prescription card. So I'm trying to figure out, um, how... and I pay for that. I'm trying to figure out what I need to submit to the pharmacy to get my medication.

Speaker speaker_0: Understood. So as short as, as, sorry, as far as the short-term disability goes you need to speak with a carrier to submit the claim, but I can take a look in regards to the prescription question. Which staffing company do you work with?

Speaker speaker_1: Uh, Verstellla. Verstellla.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 0820.

Speaker speaker_0: And your last name?

Speaker speaker_1: Lacy. L-A-C-Y.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 1212 Greenbriar Drive, Mesquite, Texas. Um, date of, uh, what, what, what is the date of birth?

Speaker speaker_0: Yes, ma'am?

Speaker speaker_1: Uh, January 23rd, 1971.

Speaker speaker_0: We have the best phone number to reach you down as 901-550-6384.

Speaker speaker_1: That's correct.

Speaker speaker_0: And we have your email down as fir-, I mean last name, first name, number four at gmail.com, and then there's a second one that's first name, period, last name @piffs.org.

Speaker speaker_1: That's my work one, but I'm not at work right now.

Speaker speaker_0: Understood.

Speaker speaker_1: But it is correct. It, it is correct though.

Speaker speaker_0: All right. So your medical plan, BIP+, comes with a prescription package on it with PharmaBill, you will use the same benefit card as that plan. Now if you're asking me running day for your ex program, you have to-

Speaker speaker_1: I, I don't, I don't have... Hold on, I don't have the card.

Speaker speaker_0: Which card, ma'am? For the medical plan?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I can send you a copy to your email. As far as the free Rx membership goes for the prescriptions, you need to do your registration in order to gain access to your account. Those benefit cards for the membership only yourself will have access to it through your profile. Have you processed your registration for the free Rx membership?

Speaker speaker_1: I didn't know I had to do that. No. Uh, uh, no.

Speaker speaker_0: Okay, so-

Speaker speaker_1: I couldn't remember why I didn't receive my Medicare, medical card and why I didn't receive the prescription card. So I need to do something, go and register something? I thought that's the way I did when I first signed up.

Speaker speaker_0: No, ma'am. You only signed up for the membership, you didn't do the registration. That's a separate step. I'll be sending you two emails in total. One of them will have that digital medical card, and the other one will be the instructions on how to register for your free Rx membership.

Speaker speaker_1: Okay. Well, I wish they had made that plain when I first got this plan. Mm.

Speaker speaker_0: All right, that's it. I should be sending you a digital copy of your medical card and the instructions for your free Rx membership. Was there anything else we can assist you with today?

Speaker speaker_1: Um, who do I contact pertaining to the short-term disability that I applied for?

Speaker speaker_0: American Public Life, ma'am. I wanted to make sure that there was nothing else that I could assist you with before I get you transferred over to them.

Speaker speaker_1: Okay. No, that was it. Thank you.

Speaker speaker_0: Of course. So I'll go ahead and get you transferred over to them. Bear with me one moment.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: My pleasure.