

Transcript: Justin

Mills-4612441071861760-5480005540954112

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. I just got done, uh, uh, putting stuff on, on the, the, uh, on the Benefits and a Card, uh, app and whatnot. Um, but it, it, it was asking me to, to select preferred pharmacy and it, it keeps coming... It keeps saying that "No results found. Try again." Oh, okay. Um, what are you trying to do again? I'm sorry. The phar- the preferred pharmacy. Okay. Are you, are you currently enrolled into anything? Uh, what's the staffing agency you work for? Uh, Surge. Surge Staffing? Yeah. And the last four of your social? 5108. And what was your first and last name? Lewis and Johnson. Johnson. Got it. And for security purposes, could you verify your home address, including city, state and zip code? Lewis? 5521 County Road 121, Fort Payne, Alabama, 35968. And your date of birth? 5/15/'73. And a good telephone number have as 256-706-1180? Yes. And the email have as mtlew1972@gmail? Yes. Okay, so let's see here. Um, so looking at the calendar, it looks like you became active in the coverage as of today, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID card to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Okay. Okay. Um, so were you trying to pick up like a prescription or something? Well, yeah, I need, I need to get my Synjardy. That I've been out of it for, what, about a week and a half now, hon? Okay. Let's see. That's my diabetic medicine. Okay. My numbers are going up. Totally understand. Um, so like I said, unfortunately policy number wouldn't be generated until Thursday of this, this week, so I'm... there's nothing that we can do right now. I mean, I can have you, um, I can have you provide our information to that pharmacy so you can have them call us, so we can provide eligibility and let them know. Okay. Let me, let me grab something to write, uh, write on and... Okay. All right, I'm ready. Okay. So our, our telephone number, um, is 800-497- Okay. 4856. Okay. Okay. Um, so yeah, we'll just have those providers call us so we can provide them eligibility. Okay. Now I've, uh, now on, on the, uh, the, uh, online thing here that I had to pin, had to complete, uh, just a little bit ago, like I said, it, it's saying, asking me to select my preferred pharmacy. But it- it's, it, it's not finding anything for me there. Um, with your zip code? Oh, never mind. I, I just... it just, it brought it up. O- okay. Uh... Now we got it. Never mind, I got it now. For some reason, it wasn't bringing it up. Hmm. Well, is there anything else I can help you out with today, Lewis? No, that's all I needed. Uh, so if- if I, if I go down there to the pharmacy, uh, and, and just give them this number, they can call you guys and, and that you can give them the eligibility and, and I can, I can get, go ahead and get the medicine today? Um, poss- Or do I need to wait till Thursday? Um, now you may have to wait till Thursday, uh, because if they do call and we provide them eligibility, there's no policy number to give out, so they have nothing to run. Oh, okay. Well, I can give them a call back. Do what, baby? I can give it a try. Right. All right. Well, I, uh, thank you very much. You're

welcome, Lewis. You have a great day, okay? All, all right, you too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. I just got done, uh, uh, putting stuff on, on the, the, uh, on the Benefits and a Card, uh, app and whatnot. Um, but it, it, it was asking me to, to select preferred pharmacy and it, it keeps coming... It keeps saying that "No results found. Try again."

Speaker speaker_0: Oh, okay. Um, what are you trying to do again? I'm sorry.

Speaker speaker_1: The phar- the preferred pharmacy.

Speaker speaker_0: Okay. Are you, are you currently enrolled into anything? Uh, what's the staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Surge Staffing?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5108.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Lewis and Johnson.

Speaker speaker_0: Johnson. Got it. And for security purposes, could you verify your home address, including city, state and zip code? Lewis?

Speaker speaker_1: 5521 County Road 121, Fort Payne, Alabama, 35968.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5/15/'73.

Speaker speaker_0: And a good telephone number have as 256-706-1180?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have as mtlew1972@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Um, so looking at the calendar, it looks like you became active in the coverage as of today, so you should be receiving physical ID cards early

next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID card to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so were you trying to pick up like a prescription or something?

Speaker speaker_1: Well, yeah, I need, I need to get my Synjardy. That I've been out of it for, what, about a week and a half now, hon?

Speaker speaker_0: Okay. Let's see.

Speaker speaker_1: That's my diabetic medicine.

Speaker speaker_0: Okay.

Speaker speaker_1: My numbers are going up.

Speaker speaker_0: Totally understand. Um, so like I said, unfortunately policy number wouldn't be generated until Thursday of this, this week, so I'm... there's nothing that we can do right now. I mean, I can have you, um, I can have you provide our information to that pharmacy so you can have them call us, so we can provide eligibility and let them know.

Speaker speaker_1: Okay. Let me, let me grab something to write, uh, write on and...

Speaker speaker_0: Okay.

Speaker speaker_1: All right, I'm ready.

Speaker speaker_0: Okay. So our, our telephone number, um, is 800-497-

Speaker speaker_1: Okay.

Speaker speaker_0: 4856.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so yeah, we'll just have those providers call us so we can provide them eligibility.

Speaker speaker_1: Okay. Now I've, uh, now on, on the, uh, the, uh, online thing here that I had to pin, had to complete, uh, just a little bit ago, like I said, it, it's saying, asking me to select my preferred pharmacy. But it- it's, it, it's not finding anything for me there.

Speaker speaker_0: Um, with your zip code?

Speaker speaker_1: Oh, never mind. I, I just... it just, it brought it up. O- okay. Uh... Now we got it. Never mind, I got it now. For some reason, it wasn't bringing it up.

Speaker speaker_0: Hmm. Well, is there anything else I can help you out with today, Lewis?

Speaker speaker_1: No, that's all I needed. Uh, so if- if I, if I go down there to the pharmacy, uh, and, and just give them this number, they can call you guys and, and that you can give

them the eligibility and, and I can, I can get, go ahead and get the medicine today?

Speaker speaker_0: Um, poss-

Speaker speaker_1: Or do I need to wait till Thursday?

Speaker speaker_0: Um, now you may have to wait till Thursday, uh, because if they do call and we provide them eligibility, there's no policy number to give out, so they have nothing to run.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Well, I can give them a call back.

Speaker speaker_1: Do what, baby?

Speaker speaker_2: I can give it a try.

Speaker speaker_1: Right. All right. Well, I, uh, thank you very much.

Speaker speaker_0: You're welcome, Lewis. You have a great day, okay?

Speaker speaker_1: All, all right, you too.

Speaker speaker_0: All right, bye-bye.