

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Uh, hi, Justin. Um, I recently just signed up for the prescription benefit, um, which I believe took effect, uh, a couple days ago. I got an email from you guys about setting up the portal account, which I did. But I couldn't find anything in there with a copy of the benefits card or any sort of information regarding it. Yeah. Let me check on that for you. What's the staffing agency you work for? Um, Creative Circle. And the last four of your Social? 4503. And what was your first and last name? Vincent Abadi. And for security purposes, can you verify your home address, including city, state and zip code, Vincent? Yeah. 4576 Holly Boulevard, Number 4, San Diego, California 92116. And confirm your date of birth? May 13th, 1976. And a good telephone number have as 530-200-9364? Yes. And the email you have is designforinclusion@gmail.com? Yep. Okay, so let's see here. So you did become active in the FreeRx as of yesterday. So let's see here. You said that you received the registration email and you registered the account? Yeah. Okay. And it's just not giving you ID cards. Is that correct? Uh, I just... I looked around the site for a little bit and I couldn't find out anywhere where it's at. There's a prescriptions section, but it just wants you to fill out your prescription information, I guess, for, um, Telemed to know if you ever do a consultation. Okay. I just may not be able to find it on the site. I don't know. Okay. Um, here, bear with me one second. Let me ask, uh- Yeah. ... someone that's responsible for that. Bear with me one second. Okay, Vincent? Yeah. Okay. Hello, Vincent. Quick question. Are you on a cell phone or are you on a computer? I'm on my cell phone but I have my iPad here. Okay. Um, 'cause I do know that when I asked my coworker, they said for some reason people on their cell phone devices wouldn't be able to access it. But if you go on- Oh, mobile. Okay. Yeah. If you can do it with a computer- I need to access- ... it should be able to. ... access it from desktop. Let me... Give me one second. Let me start up my computer. Okay. Take your time. So I do know that once you do log in, he said it should be right there on the main page- Okay. ... when you log in. Yeah. Uh, I was doing it on my iPad, so that would be, uh, mobile. Mm-hmm. No. One second. Okay. Okay. One minute, I got to sign in to this thing. Okay. Okay, I'm signed in. Mokay, so you're signed in on the... on the des- Dashboard? Yeah. Yessir, so it should be, uh, as soon as you log in on the dashboard. You're not seeing an ID card? Uh... where should I see it? In the left navigation menu, or on the page? Should be on the home page, but let me verify something with my coworker. Bear with me. Mokay, um, so if you're not seeing the ID card- so it should be on the home page as soon as you log in, but if you're not seeing it, I may need to- Sure. ... reach out to my IT department for them to look into it. The only thing I see is, uh, consultations, urgent care, virtual primary care and behavioral health, virtual counseling. Other than that, there's nothing else. Mokay. Uh, so like I said, let me reach out to my IT

department and have them look into that and see why the ID card isn't showing up on the portal, and then once I do receive word back, I can give you a call back. Okay, Vincent? Okay. If, uh, if for some reason they're not able to get this online today, is there another way I can get it? Um, now my IT department- The reason I'm asking is because I have two prescriptions that are ready to pick up and I need to, you know, use 200- Totally understand. Um, so yeah, so like I said, let me reach out to my IT department. Um, they may send an ID card to me, I may be able to pro- uh, provide it to you. Okay. Um, but I won't know anything unless my IT department looks into this, um, but like I said- Okay. ... I can give you a call back once I do receive word back from them. Okay, sounds good. Mokay, but other than that, is there anything else I could help you out with today, Vincent? That's it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-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 Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, hi, Justin. Um, I recently just signed up for the prescription benefit, um, which I believe took effect, uh, a couple days ago. I got an email from you guys about setting up the portal account, which I did. But I couldn't find anything in there with a copy of the benefits card or any sort of information regarding it.

Speaker speaker_1: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Um, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4503.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Vincent Abadi.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Vincent?

Speaker speaker_2: Yeah. 4576 Holly Boulevard, Number 4, San Diego, California 92116.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: May 13th, 1976.

Speaker speaker_1: And a good telephone number have as 530-200-9364?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email you have is designforinclusion@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so let's see here. So you did become active in the FreeRx as of yesterday. So let's see here. You said that you received the registration email and you registered the account?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And it's just not giving you ID cards. Is that correct?

Speaker speaker_2: Uh, I just... I looked around the site for a little bit and I couldn't find out anywhere where it's at. There's a prescriptions section, but it just wants you to fill out your prescription information, I guess, for, um, Telemed to know if you ever do a consultation.

Speaker speaker_1: Okay.

Speaker speaker_2: I just may not be able to find it on the site. I don't know.

Speaker speaker_1: Okay. Um, here, bear with me one second. Let me ask, uh-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... someone that's responsible for that. Bear with me one second. Okay, Vincent?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Hello, Vincent. Quick question. Are you on a cell phone or are you on a computer?

Speaker speaker_2: I'm on my cell phone but I have my iPad here.

Speaker speaker_1: Okay. Um, 'cause I do know that when I asked my coworker, they said for some reason people on their cell phone devices wouldn't be able to access it. But if you go on-

Speaker speaker_2: Oh, mobile. Okay.

Speaker speaker_1: Yeah. If you can do it with a computer-

Speaker speaker_2: I need to access-

Speaker speaker_1: ... it should be able to.

Speaker speaker_2: ... access it from desktop. Let me... Give me one second. Let me start up my computer.

Speaker speaker_1: Okay. Take your time. So I do know that once you do log in, he said it should be right there on the main page-

Speaker speaker_2: Okay.

Speaker speaker_1: ... when you log in.

Speaker speaker_2: Yeah. Uh, I was doing it on my iPad, so that would be, uh, mobile.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: No. One second. Okay. Okay. One minute, I got to sign in to this thing.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay, I'm signed in.

Speaker speaker_1: Mokay, so you're signed in on the... on the des-

Speaker speaker_2: Dashboard? Yeah.

Speaker speaker_1: Yessir, so it should be, uh, as soon as you log in on the dashboard. You're not seeing an ID card?

Speaker speaker_2: Uh... where should I see it? In the left navigation menu, or on the page?

Speaker speaker_1: Should be on the home page, but let me verify something with my coworker. Bear with me. Mokay, um, so if you're not seeing the ID card- so it should be on the home page as soon as you log in, but if you're not seeing it, I may need to-

Speaker speaker_2: Sure.

Speaker speaker_1: ... reach out to my IT department for them to look into it.

Speaker speaker_2: The only thing I see is, uh, consultations, urgent care, virtual primary care and behavioral health, virtual counseling. Other than that, there's nothing else.

Speaker speaker_1: Mokay. Uh, so like I said, let me reach out to my IT department and have them look into that and see why the ID card isn't showing up on the portal, and then once I do receive word back, I can give you a call back. Okay, Vincent?

Speaker speaker_2: Okay. If, uh, if for some reason they're not able to get this online today, is there another way I can get it?

Speaker speaker_1: Um, now my IT department-

Speaker speaker_2: The reason I'm asking is because I have two prescriptions that are ready to pick up and I need to, you know, use 200-

Speaker speaker_1: Totally understand. Um, so yeah, so like I said, let me reach out to my IT department. Um, they may send an ID card to me, I may be able to pro- uh, provide it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I won't know anything unless my IT department looks into this, um, but like I said-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I can give you a call back once I do receive word back from them.

Speaker speaker_2: Okay, sounds good.

Speaker speaker_1: Mokay, but other than that, is there anything else I could help you out with today, Vincent?

Speaker speaker_2: That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.