Transcript: Justin Mills-5063601525800960-4777962645405696

Full Transcript

Thank you for calling Benefits NetCard. This is Justin. How can I help you today? Hello, Justin. This is Rochelle. I just received my card, and I was wondering, I asked them do they take a, uh, do they pay for my prescription? Um, let me check on that. What's the staffing agency you work for? Serge. And the last four of your social? 4772. And for security purposes, could you verify your home address, including city, state and zip code, Rochelle? Uh, 453 Shimano Avenue, Mansfield, Ohio 44903. And your date of birth? May 15, 1972. And a good telephone number have 419-908-0782? Yes. And the email I have is blackwidowspider908@yahoo? Yes. Okay, so looking at the file, you have the VIP Classic- Mm-hmm. ... which covers hospitals, doctors and medication, so you do have medication coverage. But where they come up, they don't cover... Is that the... Where is it? I don't know how to... Wh- 'Cause I took it to the, uh, the, um, pharmacy and they said they don't cover it, our medication. Okay, what ID card- I don't know. ... did you hand to them? Uh, the... I got a sticky card, I guess, that, that say dental, and then I just got a regular card. It's got vision and, uh, it's got different things on it. Okay, so that's for your vision and your preventative services. Let me email you- Mm-hmm. ... the correct medical ID card so you can hand them to them and so you, so it shows that you do have medication coverage, okay? Okay. Okay. Hello, Rochelle, you still there? Yes. Yes, yes, yes, yes. I'm still here. Awesome. Thank you so much for holding. Um, I went ahead and emailed you your c- the correct medical ID card, so the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder, okay? What is it, what is it called again? It's coming from info, that's I-N-F-O, @benefitsnetcard.com. Okay. I got something here. Uh... Let me see the- Should be a PDF attachment, probably closer to the bottom of the email. It should be a who now? Is it... Do you touch, uh, Benefits NetCard? Um, it should be a PDF file. It should... Like, a PDF document. Okay, I see it. Like an attachment. Wait a minute. Um, but yes, that would be the correct medical ID card to show the pharmacy to show that you have medication coverage. Okay, I think I see it. Okay. Okay. Is there anything else- Okay. ... I can assist you with today, Rochelle? No, sir. Thank you. You're welcome. You have a great day, okay? You too. Thanks. All right, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Justin. This is Rochelle. I just received my card, and I was wondering, I asked them do they take a, uh, do they pay for my prescription?

Speaker speaker_0: Um, let me check on that. What's the staffing agency you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4772.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Rochelle?

Speaker speaker_1: Uh, 453 Shimano Avenue, Mansfield, Ohio 44903.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 15, 1972.

Speaker speaker_0: And a good telephone number have 419-908-0782?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is blackwidowspider908@yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, you have the VIP Classic-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... which covers hospitals, doctors and medication, so you do have medication coverage.

Speaker speaker_1: But where they come up, they don't cover... Is that the... Where is it? I don't know how to... Wh- 'Cause I took it to the, uh, the, um, pharmacy and they said they don't cover it, our medication.

Speaker speaker_0: Okay, what ID card-

Speaker speaker_1: I don't know.

Speaker speaker_0: ... did you hand to them?

Speaker speaker_1: Uh, the... I got a sticky card, I guess, that, that say dental, and then I just got a regular card. It's got vision and, uh, it's got different things on it.

Speaker speaker_0: Okay, so that's for your vision and your preventative services. Let me email you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the correct medical ID card so you can hand them to them and so you, so it shows that you do have medication coverage, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello, Rochelle, you still there?

Speaker speaker_1: Yes. Yes, yes, yes, yes. I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, I went ahead and emailed you your c- the correct medical ID card, so the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: What is it, what is it called again?

Speaker speaker_0: It's coming from info, that's I-N-F-O, @benefitsnetcard.com.

Speaker speaker_1: Okay. I got something here. Uh... Let me see the-

Speaker speaker_0: Should be a PDF attachment, probably closer to the bottom of the email.

Speaker speaker_1: It should be a who now? Is it... Do you touch, uh, Benefits NetCard?

Speaker speaker_0: Um, it should be a PDF file. It should... Like, a PDF document.

Speaker speaker_1: Okay, I see it.

Speaker speaker_0: Like an attachment.

Speaker speaker_1: Wait a minute.

Speaker speaker_0: Um, but yes, that would be the correct medical ID card to show the pharmacy to show that you have medication coverage.

Speaker speaker_1: Okay, I think I see it.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can assist you with today, Rochelle?

Speaker speaker_1: No, sir. Thank you.

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

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.