

Transcript: Justin

Mills-5354213968658432-5797141329428480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, Justin, this is, uh, Jericho. Uh, how... I want to know, uh, if I was covered for contacts. If you were covered for what? I'm sorry. Get them contacts or glasses or something. Okay, let me check on that. What's the staffing agency you work for? Search. And the last four of your Social? Uh, 9-9522. And what was your last name, Jericho? Johnson. And for security purposes, can you verify the home address, including city, state and zip code? Uh, home address. Uh, I just moved to another place, so, uh, say the last address again. Talk- talk from there. He can't ... the government ... Oh. ... without hanging up. Oh, um, 103 Crestwood Drive, Ripley, Mississippi. Looks like I have a different address on file. Uh, Faulkner, some more. He's trying to find something. It's Faulkner 214, um, Mississippi though. Confirm your full Social for me. Uh, I'm sorry, I forgot it. 426-599522. So, the address we have on file is 21401A Highway 15 in Faulkner, Mississippi. Yeah. Yeah, yeah, yeah. Is that a current address or an old address? Old address. I have a current one. What's the new address? Um, hold on. Give me a minute. Oh. It's, uh, County Road 64 South. One zero... I mean, 120... No, no, no. Make that 121... . 1221, uh, Lot 2. Um, was there, like, a street address or... I need a street address. What was the beginning part of it? County Road 64 South. You said 10 Road 64? County Road. County Road. Okay. 64. Yes, sir. South. City, state and zip code? Uh, state is Mississippi and zip code, uh... Hold on. It's, uh, 38652. And the city? New Albany. New Albany. And confirm your date of birth. 11/6/'86. And a good telephone number has 601-416-2864. Yes, sir. And the email has johnsonjericho19@gmail? Yes. Okay, so looking at the file, it looks like you're enrolled into the MEC TeleRx, which just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services, meaning physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, I'm not seeing anything regarding vision. Mm-hmm. Okay then. Thank you. You're welcome. Is there anything else I can help you out with today? No, that'll do. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? Uh, you too. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, Justin, this is, uh, Jericho. Uh, how... I want to know, uh, if I was covered for contacts.

Speaker speaker_1: If you were covered for what? I'm sorry.

Speaker speaker_2: Get them contacts or glasses or something.

Speaker speaker_1: Okay, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: Search.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 9-9522.

Speaker speaker_1: And what was your last name, Jericho?

Speaker speaker_2: Johnson.

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

Speaker speaker_2: Uh, home address. Uh, I just moved to another place, so, uh, say the last address again. Talk- talk from there.

Speaker speaker_3: He can't

Speaker speaker_4: ... the government ...

Speaker speaker_1: Oh.

Speaker speaker_4: ... without hanging up.

Speaker speaker_2: Oh, um, 103 Crestwood Drive, Ripley, Mississippi.

Speaker speaker_1: Looks like I have a different address on file.

Speaker speaker_2: Uh, Faulkner, some more.

Speaker speaker_4: He's trying to find something.

Speaker speaker_2: It's Faulkner 214, um, Mississippi though.

Speaker speaker_1: Confirm your full Social for me.

Speaker speaker_2: Uh, I'm sorry, I forgot it. 426-599522.

Speaker speaker_1: So, the address we have on file is 21401A Highway 15 in Faulkner, Mississippi.

Speaker speaker_2: Yeah. Yeah, yeah, yeah.

Speaker speaker_1: Is that a current address or an old address?

Speaker speaker_2: Old address. I have a current one.

Speaker speaker_1: What's the new address?

Speaker speaker_2: Um, hold on. Give me a minute. Oh. It's, uh, County Road 64 South. One zero... I mean, 120... No, no, no. Make that 121... . 1221, uh, Lot 2.

Speaker speaker_1: Um, was there, like, a street address or... I need a street address. What was the beginning part of it?

Speaker speaker_2: County Road 64 South.

Speaker speaker_1: You said 10 Road 64?

Speaker speaker_2: County Road.

Speaker speaker_1: County Road. Okay.

Speaker speaker_2: 64. Yes, sir. South.

Speaker speaker_1: City, state and zip code?

Speaker speaker_2: Uh, state is Mississippi and zip code, uh... Hold on. It's, uh, 38652.

Speaker speaker_1: And the city?

Speaker speaker_2: New Albany.

Speaker speaker_1: New Albany. And confirm your date of birth.

Speaker speaker_2: 11/6/'86.

Speaker speaker_1: And a good telephone number has 601-416-2864.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email has johnsonjericho19@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you're enrolled into the MEC TeleRx, which just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services, meaning physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, I'm not seeing anything regarding vision.

Speaker speaker_2: Mm-hmm. Okay then. Thank you.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: No, that'll do.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker_2: Uh, you too.

Speaker speaker_1: All right, bye-bye.