

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Justin, hey, man, this is Davy Aaron. Um, I just called a few minutes ago to get my card. She sent the email to me, but, uh, all it's got is my, um, policy care centers, group number, effective date, and, uh, the card. What, where, which card is for my Medicaid, my, like, my medicine and stuff? Um, are they listed out MEC, dental, vision or medical by any chance, or no? She just sent me my new card I got. It's APL, American Public Life. It's, um- It should say "hospital indemnity" on it. No, but I got a... She sent it to my email. It don't show nothing like that. Even on the ID card where it s- shows APL? Shows ABK- AB-, um, APO. It just shows my card on a piece of... It really just says my insurer, Davy Aaron, and the d- the cover, the vision, the v- like you said, policy care group, effective date, plan is group volunteer, dental. Uh, I guess this is dental. I need a, I need my card actually showing the way I can get my scripts and my medicine. Okay, I can possibly resend it to you. What's the staffing agency you work for? Wagner. And the last four of your social? 2452. And for security purposes, can you verify your home address, including city, state and zip code, Davy? 531 Mountain Creek Church Road, Lot 2A, Monroe, Georgia, 30656-621-78. And a good telephone number I have is 268-4989? Yes, sir. And the email is lenoisAaron41@gmail? Yes. Okay, bear with me one second while I resend the ID card to you, okay? All right, man. Hello, Davy, you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your correct medical ID card to the email we had on file. Email that you should look out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? This is a... All right. All right. Yeah, here we are. She sent it. Oh, all right, I gotcha. So, it's RMA Limited, Wagner Services, policies. All right, I'll call them and see what they say. I'll see what pharmacy say. Okay. Is there anything else I could assist you with today? Uh, no, sir. Have a good day, man. You as well. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Justin, hey, man, this is Davy Aaron. Um, I just called a few minutes ago to get my card. She sent the email to me, but, uh, all it's got is my, um, policy care centers, group number, effective date, and, uh, the card. What, where, which card is for my Medicaid, my, like, my medicine and stuff?

Speaker speaker_0: Um, are they listed out MEC, dental, vision or medical by any chance, or no?

Speaker speaker_1: She just sent me my new card I got. It's APL, American Public Life. It's, um-

Speaker speaker_0: It should say "hospital indemnity" on it.

Speaker speaker_1: No, but I got a... She sent it to my email. It don't show nothing like that.

Speaker speaker_0: Even on the ID card where it s- shows APL?

Speaker speaker_1: Shows ABK- AB-, um, APO. It just shows my card on a piece of... It really just says my insurer, Davy Aaron, and the d- the cover, the vision, the v- like you said, policy care group, effective date, plan is group volunteer, dental. Uh, I guess this is dental. I need a, I need my card actually showing the way I can get my scripts and my medicine.

Speaker speaker_0: Okay, I can possibly resend it to you. What's the staffing agency you work for?

Speaker speaker_1: Wagner.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2452.

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

Speaker speaker_1: 531 Mountain Creek Church Road, Lot 2A, Monroe, Georgia, 30656-621-78.

Speaker speaker_0: And a good telephone number I have is 268-4989?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is lenoisAaron41@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, bear with me one second while I resend the ID card to you, okay?

Speaker speaker_1: All right, man.

Speaker speaker_0: Hello, Davy, you still there?

Speaker speaker_1: Yes.

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

Speaker speaker_1: This is a... All right. All right. Yeah, here we are. She sent it. Oh, all right, I gotcha. So, it's RMA Limited, Wagner Services, policies. All right, I'll call them and see what they say. I'll see what pharmacy say.

Speaker speaker_0: Okay. Is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, sir. Have a good day, man.

Speaker speaker_0: You as well. Bye-bye.

Speaker speaker_1: Bye.