

## **Transcript: Justin**

**Mills-5955377065279488-6636475529216000**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I'm calling to see, uh, how I can use my insurance at the pharmacy. I don't have a card, so I don't know how. Yeah, let me check on that. What's that staffing agency you work for? Uh, Search. And the last four of your social? 7298. And what was your first and last name? Ryan Mays. And for security purposes, can you verify your home address, including city, state and zip code, Ryan? Um, 708 West Franklin Street, um, Troy, Ohio 454... I mean, no, not 454, 45373. And confirm your date of birth. Uh, 04/05/1990. And a good telephone number have is 326-217-7222? Yes. And the email have is rmays271990 at gmail? Yes. Okay, so looking at the file, it looks like you're enrolled into the MEC TeleRx, which just covers preventative healthcare services only, as well as a subscription of FreeRx. However, um, I can email you your ID card just so you have it, and then directions on how to gain access to your FreeRx account, 'cause that's what covers medications under that medical plan. Um, now regarding the, um, uh, ID card for FreeRx, um, like I said, you would have to register that. I did go ahead and email you directions on how to register the account. Mm-hmm. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Um, but I can possibly search up the other ID card and email it to you if you don't have it just yet. Um, yeah, that's fine. Okay, do you mind if I place you in a brief hold while I do that? No, no problem. Okay. Mm-hmm. Mm-hmm. Mm-hmm. Hello, Ryan. You still there? Yeah, I'm there. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Is there anything else I could assist you with today? No, that's it. Awesome. Well, you have a wonderful day, okay? All right, thank you. All right, 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: Yes, I'm calling to see, uh, how I can use my insurance at the pharmacy. I don't have a card, so I don't know how.

Speaker speaker\_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: Uh, Search.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 7298.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Ryan Mays.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Ryan?

Speaker speaker\_1: Um, 708 West Franklin Street, um, Troy, Ohio 454... I mean, no, not 454, 45373.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: Uh, 04/05/1990.

Speaker speaker\_0: And a good telephone number have is 326-217-7222?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email have is rmays271990 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're enrolled into the MEC TeleRx, which just covers preventative healthcare services only, as well as a subscription of FreeRx. However, um, I can email you your ID card just so you have it, and then directions on how to gain access to your FreeRx account, 'cause that's what covers medications under that medical plan. Um, now regarding the, um, uh, ID card for FreeRx, um, like I said, you would have to register that. I did go ahead and email you directions on how to register the account.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Um, but I can possibly search up the other ID card and email it to you if you don't have it just yet.

Speaker speaker\_1: Um, yeah, that's fine.

Speaker speaker\_0: Okay, do you mind if I place you in a brief hold while I do that?

Speaker speaker\_1: No, no problem.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Mm-hmm. Mm-hmm. Mm-hmm.

Speaker speaker\_0: Hello, Ryan. You still there?

Speaker speaker\_1: Yeah, I'm there.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Is there anything else I could assist you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: All right, bye-bye.