

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? Yeah, I was, I was calling to find out if you could email me my card number information? I haven't received my cards yet. Is that possible? I was told to call and find that out. Yeah, let me check on that. What's the staffing agency you work for? MAU. And the last four of your social? 6211. And what were your first and last name? Timothy Way. W-A-Y. And for security purposes, could you verify your home address, including city, state and zip code, Timothy? 1594 Race Path Church Road, Morrisboro, North Carolina 28114. And confirm your date of birth? 07/01/59. And a good telephone number I have is 525-3788. That is correct. And the email I have is timcadcad@yahoo.com. That is also correct. Okay. So looking at the file, it looks like you became active in the coverage as of yesterday, the 3rd, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy information. But looking at the file, you are currently active, yes, sir. Well, I have a question. If you're active on Monday, and there's no possible way you can use this insurance until 72 hours, what does active mean? Meaning that you can- That you can- ... have a provider call us and we can confirm eligibility, and just let them know we're waiting for the insurance carrier to generate policy numbers for you. So if I wanted to go to the pharmacy and get a prescription, I could have them call you and you could set that up? We could have them... We can... Yes, we can confirm eligibility and let them know what you're covered for. Yes, sir. But that still wouldn't cover the prescription until I, I got my card information with the numbers on it, what you're saying? No, what I'm saying is that we can confirm eligibility, let them know that you are covered for that medication, and just let them know we're waiting for the carrier to generate policy numbers. Um, so I don't know- Right. So how would that pharmacy, how would that pharmacy put that information in order to show that I'm covered as far as what I would actually pay out of pocket? Would they be able to do that? That's what I don't understand. Uh, no. Honestly, I really don't know the answer to that question. I can transfer you over to the actual insurance carrier. Maybe they can help further assist you with that one. That would be great. Thank you. Okay. Bear with me one second.

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: Yeah, I was, I was calling to find out if you could email me my card number information? I haven't received my cards yet. Is that possible? I was told to call and find that out.

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

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6211.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Timothy Way. W-A-Y.

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

Speaker speaker_1: 1594 Race Path Church Road, Morrisboro, North Carolina 28114.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 07/01/59.

Speaker speaker_0: And a good telephone number I have is 525-3788.

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is timcadcad@yahoo.com.

Speaker speaker_1: That is also correct.

Speaker speaker_0: Okay. So looking at the file, it looks like you became active in the coverage as of yesterday, the 3rd, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy information. But looking at the file, you are currently active, yes, sir.

Speaker speaker_1: Well, I have a question. If you're active on Monday, and there's no possible way you can use this insurance until 72 hours, what does active mean?

Speaker speaker_0: Meaning that you can-

Speaker speaker_1: That you can-

Speaker speaker_0: ... have a provider call us and we can confirm eligibility, and just let them know we're waiting for the insurance carrier to generate policy numbers for you.

Speaker speaker_1: So if I wanted to go to the pharmacy and get a prescription, I could have them call you and you could set that up?

Speaker speaker_0: We could have them... We can... Yes, we can confirm eligibility and let them know what you're covered for. Yes, sir.

Speaker speaker_1: But that still wouldn't cover the prescription until I, I got my card information with the numbers on it, what you're saying?

Speaker speaker_0: No, what I'm saying is that we can confirm eligibility, let them know that you are covered for that medication, and just let them know we're waiting for the carrier to generate policy numbers. Um, so I don't know-

Speaker speaker_1: Right. So how would that pharmacy, how would that pharmacy put that information in order to show that I'm covered as far as what I would actually pay out of pocket? Would they be able to do that? That's what I don't understand.

Speaker speaker_0: Uh, no. Honestly, I really don't know the answer to that question. I can transfer you over to the actual insurance carrier. Maybe they can help further assist you with that one.

Speaker speaker_1: That would be great. Thank you.

Speaker speaker_0: Okay. Bear with me one second.