

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, my name's Steven Parsley. The last four of my social is 4544. And I... You guys emailed me a copy of my medical card, but I need my prescription card so I can get my medicine. Okay. Um, so what's the staffing agency you work for? Uh, Surge. And the last four of your social? 4544. And for security purposes, can you verify your home address, including city, state and zip code, Steven? It's 87 T-O-L-A-N-D Street, and that's London, Ohio. Looks like I have a different address on file. Yes. You... If you suppose to update it, the other address is 3284 Durkin Circle, Dublin, Ohio. And the new address so I can go ahead and update it for you? It's 87... T-O-L-A-N-D Street. That's London, Ohio 43440. 4340. Okay. And confirm your date of birth. 11/11/76. And a good telephone number has 614-551-2001? Yeah. And the email has a steven.parsley413 at gmail? Yes, sir. Okay. Um, so the ID card that was emailed to you covers hospitals, doctors and medications. So you do have medication coverage for the ID card. Were you needing an email to gain access to your free RX account? Yeah. Yeah, yeah, she, she... The lady at Kroger's telling me that's a medical card, and that that's not a prescription card. Uh, well, it's a medical ID card that covers prescriptions as well. So you have prescription coverage under that medical ID card. All right. Maybe you guys can, uh, send something to my pharmacy then? I'm sorry, you keep breaking in and out. Are you there? Yeah, I can hear you better. All right. Sorry. My, my, my, my radio, uh, Bluetooth took my phone into that damn radio. Anyway, is there any way that you could either call or send something to my pharmacy for me? Uh, no. Us at Benefits in a Card, we're not allowed to reach out to pharmacies. I mean, you can have the pharmacy reach out to us. We're an inbound call center. Okay. I'm just telling you what the lady just told me. The lady told me that, that that's not a prescription card. Okay. Well, you can have that provider call us at Benefits in a Card and we can verify and inform her that it is a prescription card, that it has had... does cover medications. It covers hospitals, doctors and medications. All right. Thank you. I appreciate it. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_0: Yeah, my name's Steven Parsley. The last four of my social is 4544. And I... You guys emailed me a copy of my medical card, but I need my prescription card so I can get my medicine.

Speaker speaker_1: Okay. Um, so what's the staffing agency you work for?

Speaker speaker_0: Uh, Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_0: 4544.

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

Speaker speaker_0: It's 87 T-O-L-A-N-D Street, and that's London, Ohio.

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

Speaker speaker_0: Yes. You... If you suppose to update it, the other address is 3284 Durkin Circle, Dublin, Ohio.

Speaker speaker_1: And the new address so I can go ahead and update it for you?

Speaker speaker_0: It's 87... T-O-L-A-N-D Street. That's London, Ohio 43440.

Speaker speaker_1: 4340. Okay. And confirm your date of birth.

Speaker speaker_0: 11/11/76.

Speaker speaker_1: And a good telephone number has 614-551-2001?

Speaker speaker_0: Yeah.

Speaker speaker_1: And the email has a steven.parsley413 at gmail?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, so the ID card that was emailed to you covers hospitals, doctors and medications. So you do have medication coverage for the ID card. Were you needing an email to gain access to your free RX account?

Speaker speaker_0: Yeah. Yeah, yeah, she, she... The lady at Kroger's telling me that's a medical card, and that that's not a prescription card.

Speaker speaker_1: Uh, well, it's a medical ID card that covers prescriptions as well. So you have prescription coverage under that medical ID card.

Speaker speaker_0: All right. Maybe you guys can, uh, send something to my pharmacy then?

Speaker speaker_1: I'm sorry, you keep breaking in and out.

Speaker speaker_0: Are you there?

Speaker speaker_1: Yeah, I can hear you better.

Speaker speaker_0: All right. Sorry. My, my, my, my radio, uh, Bluetooth took my phone into that damn radio. Anyway, is there any way that you could either call or send something to my pharmacy for me?

Speaker speaker_1: Uh, no. Us at Benefits in a Card, we're not allowed to reach out to pharmacies. I mean, you can have the pharmacy reach out to us. We're an inbound call center.

Speaker speaker_0: Okay. I'm just telling you what the lady just told me. The lady told me that, that that's not a prescription card.

Speaker speaker_1: Okay. Well, you can have that provider call us at Benefits in a Card and we can verify and inform her that it is a prescription card, that it has had... does cover medications. It covers hospitals, doctors and medications.

Speaker speaker_0: All right. Thank you. I appreciate it. Have a good day.