

Transcript: Justin

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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? Yes, I went to Walmart yesterday to get my flu shot and they said that my card was rejected. Uh, let me check on that. What's the staffing agency you work for? Megaforce. Megaforce. And the last four of your Social? 9152. And what was your first and last name? Diane Roach. And for security purposes, can you verify the home address, including city, state and zip code, Diana? PO Box 171, Elbe, North Carolina, 28338. And confirm your date of birth? 5/20/65. And a good telephone number I have is 910-206-8325? Yes. And the email I have is roachdiana72@gmail? Yes. Okay, so let's see here. Um, so looking at the calendar, it looks like you are currently active in a coverage, um, and they told you that it wasn't covered, the flu shot wasn't covered? Right. Okay. Now, have you gone there before and received services, uh, with the ID card? No. Okay. Um, let me check real quick. So, they may be out of network, so that might be the problem. Um, 'cause I do know that you have to stay in network with the insurance carrier to cover the services. Um, so what I can do for you right now, I can provide you a telephone number to where if you provide them with your zip code, they can give you a list of those providers that will accept the insurance so you can go get that flu shot, then it will be covered. Okay. Okay. Let me get a pen and piece of paper. All right. Okay. So the company is called MultiPlan. Yes. And their telephone number is 800- I know. ... 457- 457. ... 1403. Wait a minute. One what? 1403. Okay. And so if you call them and provide them with your zip code, they can give you a list of the prov- providers in that location that will accept the insurance. Okay? Okay. Is there anything else I can help you with today, Diana? Um, no, but yes. Uh, does this thing also do my, uh, medicine? Um, so you do have a subscription to FreeRx, which gives out free or discounted prescription coverage. However, you would have to, um, gain access to your account and I can email you that information with directions and stuff. My email? Yeah. I can email you directions to register your FreeRx account so you can gain access to your prescription coverage. Oh, okay then. All right. Okay. So the emails that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay? Okay then. Okay. Is there anything else I could help you out with today? No, that's all. Awesome. Well, you have a wonderful weekend, okay? All right. Thank you. Thank you. Bye-bye. You're welcome.

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: Yes, I went to Walmart yesterday to get my flu shot and they said that my card was rejected.

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

Speaker speaker_2: Megaforce.

Speaker speaker_1: Megaforce. And the last four of your Social?

Speaker speaker_2: 9152.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Diane Roach.

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

Speaker speaker_2: PO Box 171, Elbe, North Carolina, 28338.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 5/20/65.

Speaker speaker_1: And a good telephone number I have is 910-206-8325?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is roachdiana72@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so looking at the calendar, it looks like you are currently active in a coverage, um, and they told you that it wasn't covered, the flu shot wasn't covered?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. Now, have you gone there before and received services, uh, with the ID card?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, let me check real quick. So, they may be out of network, so that might be the problem. Um, 'cause I do know that you have to stay in network with the insurance carrier to cover the services. Um, so what I can do for you right now, I can provide you a telephone number to where if you provide them with your zip code, they can give you a list of those providers that will accept the insurance so you can go get that flu shot, then it will be covered.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Let me get a pen and piece of paper. All right.

Speaker speaker_1: Okay. So the company is called MultiPlan.

Speaker speaker_2: Yes.

Speaker speaker_1: And their telephone number is 800-

Speaker speaker_2: I know.

Speaker speaker_1: ... 457-

Speaker speaker_2: 457.

Speaker speaker_1: ... 1403.

Speaker speaker_2: Wait a minute. One what?

Speaker speaker_1: 1403.

Speaker speaker_2: Okay.

Speaker speaker_1: And so if you call them and provide them with your zip code, they can give you a list of the prov- providers in that location that will accept the insurance. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you with today, Diana?

Speaker speaker_2: Um, no, but yes. Uh, does this thing also do my, uh, medicine?

Speaker speaker_1: Um, so you do have a subscription to FreeRx, which gives out free or discounted prescription coverage. However, you would have to, um, gain access to your account and I can email you that information with directions and stuff.

Speaker speaker_2: My email?

Speaker speaker_1: Yeah. I can email you directions to register your FreeRx account so you can gain access to your prescription coverage.

Speaker speaker_2: Oh, okay then. All right.

Speaker speaker_1: Okay. So the emails that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay?

Speaker speaker_2: Okay then.

Speaker speaker_1: Okay. Is there anything else I could help you out with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: You're welcome.