

Transcript: Malcolm

Nash-5335326145953792-5860062768709632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. Um, I was calling because I haven't received my cards in the mail yet. What staffing company do you work for? Um, Oxford Global. So that's four-year social? 1367. First name? Renee. All right, for security purposes can you verify your address and date of birth for me? 11157 Running Pine Drive, Riverview, Florida 33569. Date of birth is 4/2/'76. Thank you. So it looks like your coverage just became active as of last Monday. It does take one to two weeks for your ID cards to get to you physically. Okay. Um, is there any way to see 'cause I was trying to log in to the, um, like the member login, but I don't have, like, my card, my member ID or anything. Do I need them? So, it's the j- the jaden+2@gmail.com email- Mm-hmm, yeah. And so I wouldn't, I wouldn't be able to... So typically your staff company would give you your login information. I wouldn't be able to help you with the login info. Okay. What are you, what exactly it is you need? Um, well, I was just trying to look to see to make, um, an appointment for my husband and I, and then, um, also about, like, the pharmacy. You know, how to... I'm, I'm still not sure how to navigate this, um, this new insurance card, so. So if you go to multiplan.com, that website will tell you what doctors in the area take your insurance. Multiplan.com? Yes, ma'am. Okay. Okay. And then- And then as far as the, the, as far as medications, I can't remember what, um, how we- So have you, I mean, you have the AMEP/Telurx plan? Have you went to FreeRx and claimed your account yet? No, I haven't done anything, no. Yeah, so if you go to freerx.com, you're gonna go to- Okay. ... member registration. Mm-hmm. And if, if... That will give you access to your FreeRx and your prescription account. Oh, okay. Is that what you were referring to? Yes. So, freerx.com and Multiplan, okay. Okay. All righty, and then we should just expect the cards to come in in a couple weeks maybe, a week or two? Yes, ma'am. Did you... So did you want me to send it to you digitally? Did you need them visually while you waited on the physical ones? Oh, yeah, that would be great. Mm-hmm. That would be awesome. Okay. You mind if I put you on a brief hold while I see if I can get those for you? Sure, mm-hmm. Thank you. Hey, sir. Sorry, I haven't, we haven't got my cards yet. He said it takes about one to two weeks. But you need to go on to goodrx.com and log in through your, um, medications and see. But we don't have, like, our number. We don't have a member ID number. I don't know what the member ID number is or anything, so he's gonna send me like a digital copy. Oh, now we have to go through CVS. But they have this one. Hey there, Ms. Smith? Yes. Hi. I just sent those ID cards to your email. Oh, okay. Great. Thank you so much. No problem. Was there anything else that I could help you with today? Uh, nope, that was it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank you. You too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. Um, I was calling because I haven't received my cards in the mail yet.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, Oxford Global.

Speaker speaker_1: So that's four-year social?

Speaker speaker_2: 1367.

Speaker speaker_1: First name?

Speaker speaker_2: Renee.

Speaker speaker_1: All right, for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: 11157 Running Pine Drive, Riverview, Florida 33569. Date of birth is 4/2/'76.

Speaker speaker_1: Thank you. So it looks like your coverage just became active as of last Monday. It does take one to two weeks for your ID cards to get to you physically.

Speaker speaker_2: Okay. Um, is there any way to see 'cause I was trying to log in to the, um, like the member login, but I don't have, like, my card, my member ID or anything. Do I need them?

Speaker speaker_1: So, it's the j- the jaden+2@gmail.com email-

Speaker speaker_2: Mm-hmm, yeah.

Speaker speaker_1: And so I wouldn't, I wouldn't be able to... So typically your staff company would give you your login information. I wouldn't be able to help you with the login info.

Speaker speaker_2: Okay.

Speaker speaker_1: What are you, what exactly it is you need?

Speaker speaker_2: Um, well, I was just trying to look to see to make, um, an appointment for my husband and I, and then, um, also about, like, the pharmacy. You know, how to... I'm, I'm still not sure how to navigate this, um, this new insurance card, so.

Speaker speaker_1: So if you go to multiplan.com, that website will tell you what doctors in the area take your insurance.

Speaker speaker_2: Multiplan.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: And then-

Speaker speaker_2: And then as far as the, the, as far as medications, I can't remember what, um, how we-

Speaker speaker_1: So have you, I mean, you have the AMEP/Telurx plan? Have you went to FreeRx and claimed your account yet?

Speaker speaker_2: No, I haven't done anything, no.

Speaker speaker_1: Yeah, so if you go to freerx.com, you're gonna go to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... member registration.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And if, if... That will give you access to your FreeRx and your prescription account.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Is that what you were referring to?

Speaker speaker_2: Yes. So, freerx.com and Multiplan, okay. Okay. All righty, and then we should just expect the cards to come in in a couple weeks maybe, a week or two?

Speaker speaker_1: Yes, ma'am. Did you... So did you want me to send it to you digitally? Did you need them visually while you waited on the physical ones?

Speaker speaker_2: Oh, yeah, that would be great. Mm-hmm. That would be awesome.

Speaker speaker_1: Okay. You mind if I put you on a brief hold while I see if I can get those for you?

Speaker speaker_2: Sure, mm-hmm.

Speaker speaker_1: Thank you.

Speaker speaker_2: Hey, sir. Sorry, I haven't, we haven't got my cards yet. He said it takes about one to two weeks. But you need to go on to goodrx.com and log in through your, um, medications and see. But we don't have, like, our number. We don't have a member ID number. I don't know what the member ID number is or anything, so he's gonna send me like a digital copy.

Speaker speaker_3: Oh, now we have to go through CVS. But they have this one.

Speaker speaker_4: Hey there, Ms. Smith?

Speaker speaker_5: Yes.

Speaker speaker_4: Hi. I just sent those ID cards to your email.

Speaker speaker_5: Oh, okay. Great. Thank you so much.

Speaker speaker_4: No problem. Was there anything else that I could help you with today?

Speaker speaker_5: Uh, nope, that was it. Thank you.

Speaker speaker_4: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_5: Thank you. You too. Bye-bye.

Speaker speaker_4: Thank you. Bye.