

Transcript: Malcolm

Nash-6507694753005568-5083103291719680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to 12 Benefits and the Card Business. How can I help you? Hi, yes, I'm calling on behalf of my boyfriend. Uh, he is currently insured with you guys, um, and we're just trying to figure out what pharmacies are covered through the insurance. Is there any way that you can help? What pharmacies are covered by the insurance? What pharmacies we'll cover? Yes, because he, he, um, he has... He was prescribed a prescription and for some reason when we went to a specific pharmacy, they're saying that you guys are not contracted. You guys are not contracted with them. So we're trying to figure out which pharmacies you guys are contracted with so he can get his prescription. What staffing company does he work for? Is he with you right now, ma'am? I'll have to speak with him to pull up in his account. Yeah. He's with me. Hold on. Uh, MA, MAU. All right. What's the last four of your social? MAU 430... 3061. You said 3061? Yeah. First name? Shawna, S-H-A-W-N-A. Last name? Ford, F-O-R-D. All right. So security purposes, can you verify your address and date of birth for me? 13375 Circle McDonald, Georgia 30253. Birthday July 16th, 2002. That's not the address that we have on file. The only other address I have is 5508 Denny Drive. That's the one I currently live at. I usually use my mom address, which is the 1337 one. So we got the 5508 Denny- Denny Drive in College Park. Yeah, that's where I currently reside. Yeah. So we got your phone number. 470-696-5841? Yeah, that's it. Your email is SFord71602002@icloud.com? Yeah. Do... What was that? I couldn't hear you. Uh, no, I was just confirming the information. Oh. So I actually have a phone number that you can call them. They'll be able to give... tell you which, which, uh, pharmacy takes you, your insurance. Okay. What's the number? Are you ready? Yeah, I'm ready. It's 1-8... It's 1-800-933-3734. Okay. Thank you. No problem, sir. Was there anything else that you get... I can help you with today? Hello? Hello?

Conversation Format

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

Speaker speaker_1: Welcome to 12 Benefits and the Card Business. How can I help you?

Speaker speaker_2: Hi, yes, I'm calling on behalf of my boyfriend. Uh, he is currently insured with you guys, um, and we're just trying to figure out what pharmacies are covered through the insurance. Is there any way that you can help?

Speaker speaker_1: What pharmacies are covered by the insurance? What pharmacies we'll cover?

Speaker speaker_2: Yes, because he, he, um, he has... He was prescribed a prescription and for some reason when we went to a specific pharmacy, they're saying that you guys are not contracted. You guys are not contracted with them. So we're trying to figure out which pharmacies you guys are contracted with so he can get his prescription.

Speaker speaker_1: What staffing company does he work for? Is he with you right now, ma'am? I'll have to speak with him to pull up in his account.

Speaker speaker_2: Yeah. He's with me. Hold on.

Speaker speaker_3: Uh, MA, MAU.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_3: MAU 430... 3061.

Speaker speaker_1: You said 3061?

Speaker speaker_3: Yeah.

Speaker speaker_1: First name?

Speaker speaker_3: Shawna, S-H-A-W-N-A.

Speaker speaker_1: Last name?

Speaker speaker_3: Ford, F-O-R-D.

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

Speaker speaker_3: 13375 Circle McDonald, Georgia 30253. Birthday July 16th, 2002.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_3: The only other address I have is 5508 Denny Drive. That's the one I currently live at. I usually use my mom address, which is the 1337 one.

Speaker speaker_1: So we got the 5508 Denny-

Speaker speaker_3: Denny Drive in College Park. Yeah, that's where I currently reside.

Speaker speaker_1: Yeah. So we got your phone number. 470-696-5841?

Speaker speaker_3: Yeah, that's it.

Speaker speaker_1: Your email is SFord71602002@icloud.com?

Speaker speaker_3: Yeah.

Speaker speaker_1: Do...

Speaker speaker_3: What was that? I couldn't hear you.

Speaker speaker_1: Uh, no, I was just confirming the information.

Speaker speaker_3: Oh.

Speaker speaker_1: So I actually have a phone number that you can call them. They'll be able to give... tell you which, which, uh, pharmacy takes you, your insurance.

Speaker speaker_3: Okay. What's the number?

Speaker speaker_1: Are you ready?

Speaker speaker_3: Yeah, I'm ready.

Speaker speaker_1: It's 1-8... It's 1-800-933-3734.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_1: No problem, sir. Was there anything else that you get... I can help you with today? Hello? Hello?