

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Yes. Um, I called the other day to try to get my insurance information. Um, they sent me a link to sign up for FreeRx, so that way I could access my, like, policy number and everything. Okay. When I w- when I went to sign up, it says that my Social Security number has already been used, and I've never even heard of r- FreeRx. Hmm. Are you working for a staffing agency or local? Yes. Okay. Let me just pull up this and find your file. What's the name of the staffing agency you work for? Doherty. The last 14 years of the Social? 8511. Your first and last name? Grace Heath. All right, Ms. Heath, for security reasons and just to make sure I am in the correct file, I need to verify your complete address and date of birth. 1028 Heather Lane, Waconia, and 10/19/1998. And what was the city and state? I didn't hear the information that part. What the city and- Waconia, Minnes- Waconia, Minnesota, 55387. Thank you. We have a phone number of 5252-229-2124. And your email is your first name, last name, 31@gmail.com. Yes. Okay. So, hmm. And did, uh, it did ask you for your Social? Yes. So when I registered for the, uh, FreeRx, it asked for my first name, my last name, my email, and my Social. Okay. So let's see. Let me put you in a brief hold so I can find out more information, ma'am. Okay. So thank you. Ma'am? Yes. Thank you for holding. So, um, I'm gonna have to send your information to the IT department, um, so they could, um, reset your information and you'll be able to re-register, um, in the system. Okay. And it usually take, like, 24 hours for them to do so. I will go ahead and, um, reach back to you. Do you have any specific time to call you back? Um, no. You can call me back when, um, whenever. Um, is there a chance that I could get, like, a email copy of, like, my insurance card? Oh, sure. Let me... Let me see- 'Cause I... Okay. Oh. Okay. I'm sorry. Go ahead, go ahead. Um, when I called the other day, she said that there was a possibility that they could email it because they don't do hard copies, and I'm just trying to get like my insurance ID and group so that way I can, um, order my birth control. Okay, but you didn't receive that when she sent it to you? No. The only email I got was for the free Rx. Oh, okay. So let me see if we have, uh, we hope, uh, to generate the information and email it to you. Okay. This is... Yes. Thank you for ca- um, for holding. So, uh, I'll proceed to email you the ID card. Check your spam and junk mail. It might go there, and it's coming from info@benefitcentercard. Okay, thank you so much. All right. So, um, as soon as I get an answer back from the admin, I will be reaching out to you. Okay. All right. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Yes. Um, I called the other day to try to get my insurance information. Um, they sent me a link to sign up for FreeRx, so that way I could access my, like, policy number and everything.

Speaker speaker_0: Okay.

Speaker speaker_1: When I w- when I went to sign up, it says that my Social Security number has already been used, and I've never even heard of r- FreeRx.

Speaker speaker_0: Hmm. Are you working for a staffing agency or local?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me just pull up this and find your file. What's the name of the staffing agency you work for?

Speaker speaker_1: Doherty.

Speaker speaker_0: The last 14 years of the Social?

Speaker speaker_1: 8511.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Grace Heath.

Speaker speaker_0: All right, Ms. Heath, for security reasons and just to make sure I am in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 1028 Heather Lane, Waconia, and 10/19/1998.

Speaker speaker_0: And what was the city and state? I didn't hear the informa- that part. What the city and-

Speaker speaker_1: Waconia, Minnes- Waconia, Minnesota, 55387.

Speaker speaker_0: Thank you. We have a phone number of 5252-229-2124. And your email is your first name, last name, 31@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, hmm. And did, uh, it did ask you for your Social?

Speaker speaker_1: Yes. So when I registered for the, uh, FreeRx, it asked for my first name, my last name, my email, and my Social.

Speaker speaker_0: Okay. So let's see. Let me put you in a brief hold so I can find out more information, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: So thank you. Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. So, um, I'm gonna have to send your information to the IT department, um, so they could, um, reset your information and you'll be able to re-register, um, in the system.

Speaker speaker_1: Okay.

Speaker speaker_0: And it usually take, like, 24 hours for them to do so. I will go ahead and, um, reach back to you. Do you have any specific time to call you back?

Speaker speaker_1: Um, no. You can call me back when, um, whenever. Um, is there a chance that I could get, like, a email copy of, like, my insurance card?

Speaker speaker_0: Oh, sure. Let me... Let me see-

Speaker speaker_1: 'Cause I... Okay.

Speaker speaker_0: Oh. Okay. I'm sorry. Go ahead, go ahead.

Speaker speaker_1: Um, when I called the other day, she said that there was a possibility that they could email it because they don't do hard copies, and I'm just trying to get like my insurance ID and group so that way I can, um, order my birth control.

Speaker speaker_0: Okay, but you didn't receive that when she sent it to you?

Speaker speaker_1: No. The only email I got was for the free Rx.

Speaker speaker_0: Oh, okay. So let me see if we have, uh, we hope, uh, to generate the information and email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: This is...

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for ca- um, for holding. So, uh, I'll proceed to email you the ID card. Check your spam and junk mail. It might go there, and it's coming from info@benefitcentercard.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: All right. So, um, as soon as I get an answer back from the admin, I will be reaching out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Thank you.