

## 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? Hello, Pamela. This is Marquis speaking. I'm calling because I should have benefits through you guys, and I just wanted to see how to access those benefits. And who do you work for? Um, I work for a BGSS. And the last four digits of your social? 2660. Can you say your first and last name right for me? Marquis Polk. Ms. Polk, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay, my complete address is 1124 Cherry Meadow Lane, Rock Hill, South Carolina 29732, and my date of birth is 09-20-2005, September 20th. Thank you for the information. We have a telephone number on file, 704-635-1866. And your email is your first name your last name seven @gmail.com. Yep. Yeah, I see that you are enrolled with us, but, um, today I see your benefits are not active this week. We have not received the premium from your employer. Did you miss a- a week of work? Yes. I did work this week, so the benefits should activate next week when the check hits, I'm assuming. Most likely, yes. Okay, so do I have, um, medical and dental through you guys or... Yes, ma'am. Okay, perfect. And how do I get access to my card? Okay. So I'm gonna, uh, put you in a brief hold to see w- if I have them available, and I could- Okay. ... send you a digital copy. Okay, perfect. Thank you. All right. Just bear with me. Thank you. Ms. Folk? Hello? Yes. You there? Yes, I'm still here. Okay. I, um, ... want you for the ID card. Now, I also emailed you two different emails, one for you to register your account for the behavioral health online, you have to create your account online, and also for- Okay. ... the FreeRx, uh, prescription plan. You also have to register through them so you can get your ID card, um, and use your benefits. Um, the emails are coming in from info@benefitsInTheCard, so you will have checked for three different emails, all right? Okay. Anything else I could do for you, ma'am? So, I just want to confirm, FreeRx registration, I need to register with FreeRx? Yes, you have to go online and, and create your, um, your profile, and- Mm-hmm. ... there, you will get your ID cards and the instruction on how to transfer your prescription. Okay, thank you so much. Okay, um, also, one more thing, Ms. Folk. Um, keep in mind that you don't have... Your benefits are not active. Um, if then for any reason you need to use the benefits, um, just give us a call and you can make the direct payment yourself so that they can- Okay. ... become, uh, effective. All right? Okay. And how long does it take it to be effective? Um, so let's say if you do the direct payment yourself, it will go effectively right away. Now, for them to go back, um, through your employer, benefits we have to receive the payment through them. Um, so most likely if you want to give us a call back on Monday, just to make sure that we receive it and that your benefits are active. Okay. And do you know how much it'll cost to pay for it myself? Uh, \$52.29. Okay, that's not bad. I'll be in touch. Okay, no problem. I just wanna re- Okay. ... you know, um, remind you that. Okay. Well, thank you so much. All right, thank you. So if you give us a call today, have a great rest of this day, ma'am. You too. Bye now.

## 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: Hello, Pamela. This is Marquis speaking. I'm calling because I should have benefits through you guys, and I just wanted to see how to access those benefits.

Speaker speaker\_0: And who do you work for?

Speaker speaker\_1: Um, I work for a BGSS.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 2660.

Speaker speaker\_0: Can you say your first and last name right for me?

Speaker speaker\_1: Marquis Polk.

Speaker speaker\_0: Ms. Polk, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Okay, my complete address is 1124 Cherry Meadow Lane, Rock Hill, South Carolina 29732, and my date of birth is 09-20-2005, September 20th.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 704-635-1866. And your email is your first name your last name seven @gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Yeah, I see that you are enrolled with us, but, um, today I see your benefits are not active this week. We have not received the premium from your employer. Did you miss a- a week of work?

Speaker speaker\_1: Yes. I did work this week, so the benefits should activate next week when the check hits, I'm assuming.

Speaker speaker\_0: Most likely, yes.

Speaker speaker\_1: Okay, so do I have, um, medical and dental through you guys or...

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, perfect. And how do I get access to my card?

Speaker speaker\_0: Okay. So I'm gonna, uh, put you in a brief hold to see w- if I have them available, and I could-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... send you a digital copy.

Speaker speaker\_1: Okay, perfect. Thank you.

Speaker speaker\_0: All right. Just bear with me. Thank you. Ms. Folk?

Speaker speaker\_2: Hello? Yes.

Speaker speaker\_0: You there?

Speaker speaker\_2: Yes, I'm still here.

Speaker speaker\_0: Okay. I, um, ... want you for the ID card. Now, I also emailed you two different emails, one for you to register your account for the behavioral health online, you have to create your account online, and also for-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... the FreeRx, uh, prescription plan. You also have to register through them so you can get your ID card, um, and use your benefits. Um, the emails are coming in from info@benefitsInTheCard, so you will have checked for three different emails, all right?

Speaker speaker\_2: Okay.

Speaker speaker\_0: Anything else I could do for you, ma'am?

Speaker speaker\_2: So, I just want to confirm, FreeRx registration, I need to register with FreeRx?

Speaker speaker\_0: Yes, you have to go online and, and create your, um, your profile, and-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... there, you will get your ID cards and the instruction on how to transfer your prescription.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_0: Okay, um, also, one more thing, Ms. Folk. Um, keep in mind that you don't have... Your benefits are not active. Um, if then for any reason you need to use the benefits, um, just give us a call and you can make the direct payment yourself so that they can-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... become, uh, effective. All right?

Speaker speaker\_2: Okay. And how long does it take it to be effective?

Speaker speaker\_0: Um, so let's say if you do the direct payment yourself, it will go effectively right away. Now, for them to go back, um, through your employer, benefits we have to receive the payment through them. Um, so most likely if you want to give us a call back on Monday, just to make sure that we receive it and that your benefits are active.

Speaker speaker\_2: Okay. And do you know how much it'll cost to pay for it myself?

Speaker speaker\_0: Uh, \$52.29.

Speaker speaker\_2: Okay, that's not bad. I'll be in touch.

Speaker speaker\_0: Okay, no problem. I just wanna re-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... you know, um, remind you that.

Speaker speaker\_2: Okay. Well, thank you so much.

Speaker speaker\_0: All right, thank you. So if you give us a call today, have a great rest of this day, ma'am.

Speaker speaker\_2: You too. Bye now.