

## Transcript: Pamela

**Blanc-5827460594089984-5270451301859328**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card , this is Pamela speaking, how may I help you? Um, yes, ma'am. I, um, just found out that I have insurance with you guys through the company that I work for, but I don't have any information and, um, I need to get a prescription. So, how do I go about getting my information? Okay. And who do you work for? Work Smart. May I have the last four digits of your social? I'm sorry? May I have the last four digits of your social? My social number? 24939- Yes, your social security number. Yes. 249-399-064. Sorry, I think we were breaking up there for a minute. Okay. Yeah, 'cause I needed the last four. Thank you. Uh, 92, 9064. And your first and last name, ma'am? Susan Ann Staggs. Thank you. Um, Miss Staggs, can we please verify your complete address and date of birth for security reasons? Sure. 650 Strange Road, uh, Lot 114, Taylor, South Carolina, 29687. And, uh, my birthdate is 08/20/1969. Okay. Thank you for the information. We have a phone number, no, actually, we don't have a phone number. Is the number you called in a good number to reach you so we could add it to your account? Mm-hmm. Yes, ma'am. So we, we have it as an email which is your first name, last name, number three at gmail.com . Um, does it have a A in the middle, Susan A. Staggs? Yes, it does. I'm blind, Lord. Sorry about that. That's all right. I'm just, I have the same issue . So you do have the State Healthy Plan. Okay. Um- I don't, does that help with getting prescriptions? They give you, um, 30-day supplies for your preventive care medication. Let's say blood pressure, stuff like that. You didn't receive your ID card? Um, I didn't, I didn't even know I had this, this insurance until this week. So I, if I'd have gotten anything I probably threw it out. Well, what I... Okay, so what I'm going to do- Nobody told me that, that, uh, yeah. Okay, go ahead, I'm sorry. What I'm going to do... No, it's okay. What I could do is, um, let's see, email you the ID card. Okay. And there you will find the information for the prescription. Um, this is an auto enrollment that Work Smart do for their employee. You have the chance to opt out before your first paycheck. Mm-hmm. And online or giving us a call, that's fine. You will auto enroll. That's fine, that's fine. Okay. The email will be coming from info@benefitsinacard. Check your spam and junk mail, it might go there. Okay. Um- And like I said, in the ID... Do you- Huh? Do you know, do they cover all medications? It has to be preventive and generic. Okay. So when you get that ID card, you could call the phone number, it's gonna be there. Mm-hmm. And they will let you know if it's covered for it. Okay. Yeah. Okay. One second, while I'm generating the email as we speak. Do you need any other help, ma'am? Is there anything else I could do for you besides the, um, sending you an email? Oh, no ma'am. No? No, ma'am. That should do it. So you should be re... Okay, so you should be receiving the ID card in the next minute. Don't forget to check your spam and junk mail. Okay. All right. All right. Thank you for using Benefits Ina Card- All right, thank you so much. ... today. All right, have a great rest of the day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card , this is Pamela speaking, how may I help you?

Speaker speaker\_2: Um, yes, ma'am. I, um, just found out that I have insurance with you guys through the company that I work for, but I don't have any information and, um, I need to get a prescription. So, how do I go about getting my information?

Speaker speaker\_1: Okay. And who do you work for?

Speaker speaker\_2: Work Smart.

Speaker speaker\_1: May I have the last four digits of your social?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: May I have the last four digits of your social?

Speaker speaker\_2: My social number? 24939-

Speaker speaker\_1: Yes, your social security number.

Speaker speaker\_2: Yes. 249-399-064. Sorry, I think we were breaking up there for a minute. Okay.

Speaker speaker\_1: Yeah, 'cause I needed the last four. Thank you. Uh, 92, 9064. And your first and last name, ma'am?

Speaker speaker\_2: Susan Ann Staggs.

Speaker speaker\_1: Thank you. Um, Miss Staggs, can we please verify your complete address and date of birth for security reasons?

Speaker speaker\_2: Sure. 650 Strange Road, uh, Lot 114, Taylor, South Carolina, 29687. And, uh, my birthdate is 08/20/1969.

Speaker speaker\_1: Okay. Thank you for the information. We have a phone number, no, actually, we don't have a phone number. Is the number you called in a good number to reach you so we could add it to your account?

Speaker speaker\_2: Mm-hmm. Yes, ma'am.

Speaker speaker\_1: So we, we have it as an email which is your first name, last name, number three at gmail.com .

Speaker speaker\_2: Um, does it have a A in the middle, Susan A. Staggs?

Speaker speaker\_1: Yes, it does. I'm blind, Lord. Sorry about that.

Speaker speaker\_2: That's all right. I'm just, I have the same issue .

Speaker speaker\_1: So you do have the State Healthy Plan.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: I don't, does that help with getting prescriptions?

Speaker speaker\_1: They give you, um, 30-day supplies for your preventive care medication. Let's say blood pressure, stuff like that. You didn't receive your ID card?

Speaker speaker\_2: Um, I didn't, I didn't even know I had this, this insurance until this week. So I, if I'd have gotten anything I probably threw it out.

Speaker speaker\_1: Well, what I... Okay, so what I'm going to do-

Speaker speaker\_2: Nobody told me that, that, uh, yeah. Okay, go ahead, I'm sorry.

Speaker speaker\_1: What I'm going to do... No, it's okay. What I could do is, um, let's see, email you the ID card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And there you will find the information for the prescription. Um, this is an auto enrollment that Work Smart do for their employee. You have the chance to opt out before your first paycheck.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And online or giving us a call, that's fine. You will auto enroll.

Speaker speaker\_2: That's fine, that's fine.

Speaker speaker\_1: Okay. The email will be coming from info@benefitsinacard. Check your spam and junk mail, it might go there.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: And like I said, in the ID...

Speaker speaker\_2: Do you-

Speaker speaker\_1: Huh?

Speaker speaker\_2: Do you know, do they cover all medications?

Speaker speaker\_1: It has to be preventive and generic.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So when you get that ID card, you could call the phone number, it's gonna be there.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And they will let you know if it's covered for it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: One second, while I'm generating the email as we speak. Do you need any other help, ma'am? Is there anything else I could do for you besides the, um, sending you an email?

Speaker speaker\_2: Oh, no ma'am.

Speaker speaker\_1: No?

Speaker speaker\_2: No, ma'am. That should do it.

Speaker speaker\_1: So you should be re... Okay, so you should be receiving the ID card in the next minute. Don't forget to check your spam and junk mail.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: All right. Thank you for using Benefits Ina Card-

Speaker speaker\_2: All right, thank you so much.

Speaker speaker\_1: ... today. All right, have a great rest of the day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.