

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Um, yes, uh, I had an issue yesterday, like, all day because right now I have an ear infection. And I ha- I, and I had an ear infection for, like, two days now. And I'm getting my checks garnished. I get healthcare through y'all and I can't get my prescription. They said they was gonna email me the, the, um, healthcare card. I never got it, I still haven't got it. So, like- Okay. ... I'm trying to figure out what's going on with that. Okay. May I have the last four digits of your Social and the staffing agency you work for? I work through Care Staffing. The last four of my Social is 0345. Your first and last name? Jeremiah Parson. Okay. Mr. Parson, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 5900 37th Avenue South, Seattle, Washington 98118. Date of birth, 09/29/2000. Okay. We have a phone number on file, 513-550-8237. And your email- Yeah. ... is, uh, your last name, your first name, @email.com. Yeah. Okay. Could we, um, see in a brief what happened regarding your ID card? Okay, thank you. Mr. Parson? Yes. Thank you for holding. So we reached out to the actual carrier about not being able to pull up your ID cards. We haven't received them yet. But, um, if, if you need to use your benefits, you could have the, the provider to give us a call. We could let them know that your benefits are active and where to submit the claim. Okay. Well, that, that helps. So do I just give them the number? The number you're calling. Mm-hmm. That's the number you're calling us right now and then- Mm-hmm. ... we'll explain to them, um, that your benefits are active, but, um, we're waiting for the I- ID cards and vitality number to generate in our system. And they will be able to, um, we could give them where to submit the claim. Okay, thank you. That's like- All right. ... you done gave me the best news I done heard in, like, 24 hours. So thank you. All right. Thank you, sir, for giving us a call. I hope everything works out. Okay. Thank you. You have a good day. You too, sir. All right. 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 and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, yes, uh, I had an issue yesterday, like, all day because right now I have an ear infection. And I ha- I, and I had an ear infection for, like, two days now. And I'm getting my checks garnished. I get healthcare through y'all and I can't get my prescription.

They said they was gonna email me the, the, um, healthcare card. I never got it, I still haven't got it. So, like-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I'm trying to figure out what's going on with that.

Speaker speaker_1: Okay. May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_2: I work through Care Staffing. The last four of my Social is 0345.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Jeremiah Parson.

Speaker speaker_1: Okay. Mr. Parson, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: My address is 5900 37th Avenue South, Seattle, Washington 98118. Date of birth, 09/29/2000.

Speaker speaker_1: Okay. We have a phone number on file, 513-550-8237. And your email-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... is, uh, your last name, your first name, @email.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Could we, um, see in a brief what happened regarding your ID card?

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Mr. Parson?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you for holding. So we reached out to the actual carrier about not being able to pull up your ID cards. We haven't received them yet. But, um, if, if you need to use your benefits, you could have the, the provider to give us a call. We could let them know that your benefits are active and where to submit the claim.

Speaker speaker_2: Okay. Well, that, that helps. So do I just give them the number?

Speaker speaker_1: The number you're calling.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That's the number you're calling us right now and then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we'll explain to them, um, that your benefits are active, but, um, we're waiting for the I- ID cards and vitality number to generate in our system. And they will be able to, um, we could give them where to submit the claim.

Speaker speaker_2: Okay, thank you. That's like-

Speaker speaker_1: All right.

Speaker speaker_2: ... you done gave me the best news I done heard in, like, 24 hours. So thank you.

Speaker speaker_1: All right. Thank you, sir, for giving us a call. I hope everything works out.

Speaker speaker_2: Okay. Thank you. You have a good day.

Speaker speaker_1: You too, sir.

Speaker speaker_2: All right. Bye.