

## Transcript: Pearl

**Rojas-5093905029971968-5033831322402816**

### Full Transcript

Hello, who's at the pleasure of speaking with? Tisha Cooper. And how can I assist you? Um, yes, um, I was at the pharmacy and they couldn't run my, um, card because they said that it was a number missing which is invalid. Which card were you trying to use? The, um, the, ummm, I guess the Med Impact. Okay, they said that they, they're missing a number? Yeah, they said that they, it won't go on through. Hmm. Let me take a look. What is the name of the staffing agency you work for? Uh, Mega Force. And the last four digits of your Social? 5089. Can you verify your address and date of birth? 1561 Bonnie Lane, Kinston, North Carolina 28501. Um, and you said my birthday? Yes. 12/16/1981. Okay, and I have your phone number as 252-620-0805? Yes, ma'am. And I have your email address as johnsontisha@... uh, 0@gmail.com? Yes, ma'am. All righty. So, you do have active coverage. Do you have a copy of your... Do you have the, um, the benefit card with the information on it? Yes. Yes, ma'am. Hmm. I don't know what number they were trying to put in, but they kept saying it won't go on through. Let me take a look real quick, see if I can get your card, um, uploaded here so I can see them. Okay. Okay, let's see. Give me one second. Okay. Okay. All right, let me also take a look at your card. Okay. Okay, so... Yeah, so should, they should be using the numbers right h- there where it says Med Impact. It has the BIN number, the PS... the PCDN number, and your group number all together. Um... So, should they be... So, when they put it in they're supposed to put all the numbers in? Well, I'm not sure what numbers they put in. I, I'm not sure how the pharmacy end works, but all the information is on there. Mm. Hmm. That's what th-... That's what I thought when I seen. I had just got my card like a whole week or two ago 'cause somebody... They had the, um... Some, I guess, some people had this card and they had to get another. That's why I just got this card. So, um, I was like sh-... And I said I just went to the emergency room and it w- it went through, so how is it not going through with y'all? Huh, okay. Yeah, it could just be, um, it could be just a physician error, the pharmacy, I'm sorry, error. Um, because, I mean, all the information that they usually ask for is on your card. Okay. Okay. And I can, I can use Walgreens as my, as, um, a pharmacy, right? Uh, it, I mean, it should. I can... Let me go ahead- So they are- Let me transfer you over to them and see if they can- Okay. ... either let you know and then you can just confirm those numbers with them maybe, uh, maybe they're missing a number. I mean, I see all the numbers on your report. Yes, but he said- Uh, but you have them- Yes, but he said... He said, he saying something about, um, it may be missing a number. And I said, "Well, all the numbers right there." Yeah. Yeah. So, let me go ahead and get you over to them, see if they can give you any more information, okay? Okay, thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye. Bye. Thank you for calling customer care. My name is Christopher. How can I help you?

## Conversation Format

Speaker speaker\_0: Hello, who's at the pleasure of speaking with?

Speaker speaker\_1: Tisha Cooper.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, yes, um, I was at the pharmacy and they couldn't run my, um, card because they said that it was a number missing which is invalid.

Speaker speaker\_0: Which card were you trying to use?

Speaker speaker\_1: The, um, the, ummm, I guess the Med Impact.

Speaker speaker\_0: Okay, they said that they, they're missing a number?

Speaker speaker\_1: Yeah, they said that they, it won't go on through.

Speaker speaker\_0: Hmm. Let me take a look. What is the name of the staffing agency you work for?

Speaker speaker\_1: Uh, Mega Force.

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

Speaker speaker\_1: 5089.

Speaker speaker\_0: Can you verify your address and date of birth?

Speaker speaker\_1: 1561 Bonnie Lane, Kinston, North Carolina 28501. Um, and you said my birthday?

Speaker speaker\_0: Yes.

Speaker speaker\_1: 12/16/1981.

Speaker speaker\_0: Okay, and I have your phone number as 252-620-0805?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as johnsontisha@... uh, 0@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. So, you do have active coverage. Do you have a copy of your... Do you have the, um, the benefit card with the information on it?

Speaker speaker\_1: Yes. Yes, ma'am.

Speaker speaker\_0: Hmm.

Speaker speaker\_1: I don't know what number they were trying to put in, but they kept saying it won't go on through.

Speaker speaker\_0: Let me take a look real quick, see if I can get your card, um, uploaded here so I can see them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, let's see. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. All right, let me also take a look at your card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, so... Yeah, so should, they should be using the numbers right h- there where it says Med Impact. It has the BIN number, the PS... the PCDN number, and your group number all together. Um...

Speaker speaker\_1: So, should they be... So, when they put it in they're supposed to put all the numbers in?

Speaker speaker\_0: Well, I'm not sure what numbers they put in. I, I'm not sure how the pharmacy end works, but all the information is on there.

Speaker speaker\_1: Mm. Hmm. That's what th-... That's what I thought when I seen. I had just got my card like a whole week or two ago 'cause somebody... They had the, um... Some, I guess, some people had this card and they had to get another. That's why I just got this card. So, um, I was like sh-... And I said I just went to the emergency room and it w- it went through, so how is it not going through with y'all? Huh, okay.

Speaker speaker\_0: Yeah, it could just be, um, it could be just a physician error, the pharmacy, I'm sorry, error. Um, because, I mean, all the information that they usually ask for is on your card.

Speaker speaker\_1: Okay. Okay. And I can, I can use Walgreens as my, as, um, a pharmacy, right?

Speaker speaker\_0: Uh, it, I mean, it should. I can... Let me go ahead-

Speaker speaker\_1: So they are-

Speaker speaker\_0: Let me transfer you over to them and see if they can-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... either let you know and then you can just confirm those numbers with them maybe, uh, maybe they're missing a number. I mean, I see all the numbers on your report.

Speaker speaker\_1: Yes, but he said-

Speaker speaker\_0: Uh, but you have them-

Speaker speaker\_1: Yes, but he said... He said, he saying something about, um, it may be missing a number. And I said, "Well, all the numbers right there."

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So, let me go ahead and get you over to them, see if they can give you any more information, okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye.

Speaker speaker\_1: Bye.

Speaker speaker\_3: Thank you for calling customer care. My name is Christopher. How can I help you?