

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Who am I speaking with? Exodus Nevaska. And how can I assist you? Um, um, I want to know what my, my health insurance covers. You want to know what your health ins- insurance covers? I want to, I want to double-check. Okay. If, if I'm able to alter my insurance. Okay. What's the name of the staffing agency you work for? Cara. Cara Staffing? Yes. Okay, give me one moment. What are the last four digits of your social? 4042. Can you confirm your address and date of birth? 2610 164th Street Southwest, Apartment A330, uh, Lynnwood, Washington, 98087. My birthday is April 30, 1985. Okay, can I have your phone number as 616-7527? Yes. And I have your email address as exodusnevaska@gmail.com. Yes. All righty. So are you currently enrolled in Free RX, the VIP Standard Bundle, dental, vision, and ID experts? You said you wanted to make some changes. Yeah. Um, which plan will help me get the... um, be able to get doctor visits and flu shots? So your VIP Standard does have- Am I able to download- ... physician office visits. Uh, your VIP Standard bundle- Uh, Pearl, this- Yeah, you have the VIP Standard bundle, and that does have physician office visits. They cover \$50 a day for four days a year. Okay. Um, so yesterday, I went to try to get a flu shot. Yeah. And I gave them my APL card and they didn't find the information that they needed. And they told me that I need to get, um, four different, four different numbers. I needed to get, like, a BIN, a PCN, an ID, and an arts group. Um, let me see. Give me one moment. So I s- on my card- Uh-huh. ... I see, I see the BIN number, but I don't, I don't know why they're asking me for the BIN number again if they have it. And then, the PCN number is on the card also. But I don't know what the ID or the arts group is. Okay. And they're... so they're looking at the f- the prescription coverage details is what they're wanting. Uh, yeah, I think so. Okay, let me get you over to Pharmaville. Um, and they'll be able to assist you with those numbers. Okay? Okay. All righty. Bear with me one moment. I'll get you transferred right over. Okay. Thank you.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Who am I speaking with?

Speaker speaker_1: Exodus Nevaska.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, um, I want to know what my, my health insurance covers.

Speaker speaker_0: You want to know what your health ins- insurance covers?

Speaker speaker_1: I want to, I want to double-check.

Speaker speaker_0: Okay.

Speaker speaker_1: If, if I'm able to alter my insurance.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Cara.

Speaker speaker_0: Cara Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me one moment. What are the last four digits of your social?

Speaker speaker_1: 4042.

Speaker speaker_0: Can you confirm your address and date of birth?

Speaker speaker_1: 2610 164th Street Southwest, Apartment A330, uh, Lynnwood, Washington, 98087. My birthday is April 30, 1985.

Speaker speaker_0: Okay, can I have your phone number as 616-7527?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as exodusnevaska@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So are you currently enrolled in Free RX, the VIP Standard Bundle, dental, vision, and ID experts? You said you wanted to make some changes.

Speaker speaker_1: Yeah. Um, which plan will help me get the... um, be able to get doctor visits and flu shots?

Speaker speaker_0: So your VIP Standard does have-

Speaker speaker_1: Am I able to download-

Speaker speaker_0: ... physician office visits. Uh, your VIP Standard bundle-

Speaker speaker_1: Uh, Pearl, this-

Speaker speaker_0: Yeah, you have the VIP Standard bundle, and that does have physician office visits. They cover \$50 a day for four days a year.

Speaker speaker_1: Okay. Um, so yesterday, I went to try to get a flu shot.

Speaker speaker_0: Yeah.

Speaker speaker_1: And I gave them my APL card and they didn't find the information that they needed. And they told me that I need to get, um, four different, four different numbers. I needed to get, like, a BIN, a PCN, an ID, and an arts group.

Speaker speaker_0: Um, let me see. Give me one moment.

Speaker speaker_1: So I s- on my card-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... I see, I see the BIN number, but I don't, I don't know why they're asking me for the BIN number again if they have it. And then, the PCN number is on the card also. But I don't know what the ID or the arts group is.

Speaker speaker_0: Okay. And they're... so they're looking at the f- the prescription coverage details is what they're wanting.

Speaker speaker_1: Uh, yeah, I think so.

Speaker speaker_0: Okay, let me get you over to Pharmaville. Um, and they'll be able to assist you with those numbers. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Bear with me one moment. I'll get you transferred right over.

Speaker speaker_1: Okay. Thank you.