

Transcript: Sara

Marulanda-4750036828340224-4600503246962688

Full Transcript

Thank you for calling Benefits in a Card. Yes. Thanks. Calling Benefits in a Card, my name is Sarah. May I have your name, please? Yes, Ms. Sarah. My name is Mr. Lawrence Nesmith. I just enrolled with y'all Benefits in a Card through, um, MAU Staffing. Okay. And I haven't received, uh, my card yet. Okay. But the lady did send me a email. Uh-huh. Uh, a lady did send me a email, but she only sent me a dental card. Okay. The dental on, um, to my email. Let me check that for you. And may I have, please, the last four digits of your Social Security number? Yes, ma'am. 2412. And you said MAU, right? MAU Staffing, yes. Okay, sir. Thank you. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. It's, um, 2900 Athena Lane, Apartment 32C as in cat, Lithonia, Georgia 338. My birthday is 02/25/1965. And is your email Lawrence, Lawrence N. Smith? Yeah, Law-Lawrence.N.Smith917@gmail.com. Gmail.com. Yeah. And your phone number 518-419-1754. Correct. Okay, sir. So let me check for your ID cards. Give me just a minute, please. Okay? Yes. Thank you very much. I'm gonna put you in a brief hold. I'll be right back with you, sir. Okay, thank you. Thank you. Hello, Mr. Smith? Yeah. Hi, Mr. Nesmith. Thank you for waiting, sir. Okay. I just sent you another email with the Vision, um, and Preventive Care at the, the hospital and then the ID card. I don't need that. What I need is, um, the, uh, pharmacy Rx number, because I gotta get some prescription pills.... and I'm giving them the policy, uh, uh, number and the group number, but they need, for the pharmacy, they need is the Rx number. Okay. Have you... Okay, let me check this. Give me a minute please and . Now they're supposed to say email for co-op. Go ahead, I'm sorry. Uh, uh, I'm just waiting for the system to download. I'm sorry. Okay, okay. Okay. On the ID card I sent you, there is a p-a, the, the, Rx information is in there. Okay. Um, can you check the email? Uh, I want you to please open the, the- Uh, let me see. ... the file. Let me see. That way I can explain- Okay. ... where you get information. Okay. Uh, you just sent it, right? Yes, sir. It's your name, benefits in a card. Okay. I'm gonna... information, ID card. Let me see. Oh, benefits in a card. Yes. I see it. Um. There is two PDF files there. Is what? One of the... There is two PDF files. They are on that email. One of the PDF files says, um, uh, your name, your complete name, then Limited Benefit Med Plan. It says, "For medical provider, please visit..." Uh, it says, "Please avide..." Um. Could you see the attachments? Let me see. W-, let me see that, the attachment. I'm clicking it now. Sure. Okay. Yeah. I do see attachment down at the bottom. Okay. There is two attachments. Uh, the pho- the... Yes. Yeah. It, you're right. There is. Let me see. Um, customer. Mm. It says VIN number. Um, it says VIN number, group number. Exactly. The one that says on the right- But it don't say, it doesn't- ... Pharma Bill. Let me see. It says Pharma Advil, yes. Yes. I see that. That one says- It's the VIN number. Yes. Group number, VIN number, PCN number. That's the information for your prescriptions. Okay. So it's PCN, uh, P- PV. No? Mm-hmm. Exactly. Pharmacy depot. Okay. Customer service VIN

number and a group of GP... All right. I think this is it. Okay, sir. Perfect. Just- I wanna, I wanna, I... Uh-huh. Just, just in case you have any other questions or anything show up again, just give us a call back. Okay? All right. Okay. So all right. Thank you. You're more than welcome sir. Thank you for calling Benefits in a Card. Have a wonderful day. You too. Likewise. Thank you. Thank you very much. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. Yes. Thanks. Calling Benefits in a Card, my name is Sarah. May I have your name, please? Yes, Ms. Sarah. My name is Mr. Lawrence Nesmith. I just enrolled with y'all Benefits in a Card through, um, MAU Staffing. Okay. And I haven't received, uh, my card yet. Okay. But the lady did send me a email. Uh-huh. Uh, a lady did send me a email, but she only sent me a dental card. Okay. The dental on, um, to my email. Let me check that for you. And may I have, please, the last four digits of your Social Security number? Yes, ma'am. 2412. And you said MAU, right? MAU Staffing, yes. Okay, sir. Thank you. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. It's, um, 2900 Athena Lane, Apartment 32C as in cat, Lithonia, Georgia 338. My birthday is 02/25/1965. And is your email Lawrence, Lawrence N. Smith? Yeah, Law- Lawrence.N.Smith917@gmail.com. Gmail.com. Yeah. And your phone number 518-419-1754. Correct. Okay, sir. So let me check for your ID cards. Give me just a minute, please. Okay? Yes. Thank you very much. I'm gonna put you in a brief hold. I'll be right back with you, sir. Okay, thank you. Thank you. Hello, Mr. Smith? Yeah. Hi, Mr. Nesmith. Thank you for waiting, sir. Okay. I just sent you another email with the Vision, um, and Preventive Care at the, the hospital and then the ID card. I don't need that. What I need is, um, the, uh, pharmacy Rx number, because I gotta get some prescription pills.... and I'm giving them the policy, uh, uh, number and the group number, but they need, for the pharmacy, they need is the Rx number. Okay. Have you... Okay, let me check this. Give me a minute please and . Now they're supposed to say email for co-op. Go ahead, I'm sorry. Uh, uh, I'm just waiting for the system to download. I'm sorry. Okay, okay. Okay. On the ID card I sent you, there is a p- a, the, the, Rx information is in there. Okay. Um, can you check the email? Uh, I want you to please open the, the- Uh, let me see. ... the file. Let me see. That way I can explain- Okay. ... where you get information. Okay. Uh, you just sent it, right? Yes, sir. It's your name, benefits in a card. Okay. I'm gonna... information, ID card. Let me see. Oh, benefits in a card. Yes. I see it. Um. There is two PDF files there. Is what? One of the... There is two PDF files. They are on that email. One of the PDF files says, um, uh, your name, your complete name, then Limited Benefit Med Plan. It says, "For medical provider, please visit..." Uh, it says, "Please avide..." Um. Could you see the attachments? Let me see. W-, let me see that, the attachment. I'm clicking it now. Sure. Okay. Yeah. I do see attachment down at the bottom. Okay. There is two attachments. Uh, the pho- the... Yes. Yeah. It, you're right. There is. Let me see. Um, customer. Mm. It says VIN number. Um, it says VIN number, group number. Exactly. The one that says on the right- But it don't say, it doesn't- ... Pharma Bill. Let me see. It says Pharma Advil, yes. Yes. I see that. That one says- It's the VIN number. Yes. Group number, VIN number, PCN number. That's the information for your prescriptions. Okay. So it's PCN, uh, P- PV. No? Mm-hmm. Exactly. Pharmacy depot. Okay. Customer service VIN

number and a group of GP... All right. I think this is it. Okay, sir. Perfect. Just- I wanna, I wanna, I... Uh-huh. Just, just in case you have any other questions or anything show up again, just give us a call back. Okay? All right. Okay. So all right. Thank you. You're more than welcome sir. Thank you for calling Benefits in a Card. Have a wonderful day. You too. Likewise. Thank you. Thank you very much. Mm-hmm. Bye-bye. Bye-bye.