

Transcript: Sara

Marulanda-5025789501718528-6096672925892608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . My name is Sarah. May I have your name, please? Kristi. Hello, ma'am. How may I help you? Um, I'm calling because I recently enrolled in benefits, and I, um, I got my policies from APL, and it doesn't look like that's what I actually have meant to enroll in. Um, I wanted to enroll in the Insurplus Enhance, um, policy, which includes, you know, PharmAvail- Kristi. Yes. And then also they said- May I have the name of the agency that you are working with? Uh, Creative Circle. And may I have the last four of your Social to locate your account? 7605. Thank you very much. Ms. Kristi Hanson, I- Yeah. For security purposes, can you please verify your... I'm sorry, you're cutting out a little bit. Okay. Can you please verify your address and date of birth? 625 East Monroe Avenue, Apartment 551, Alexandria, Virginia, 22301-05098. Email kpson@gmail.com? Yes. And phone number 202-271-5511? Yes. Okay. Um, please describe the ID card you just received, like, like, how that look, what it says. I haven't received any card. Okay. So, how do you know that you're not enrolled on, on, on the plan you would like to be enrolled at? Uh, because... Because I, I called and I set up an account online, so I can see my policies online. Okay. What we got here is that you are enrolled on Insurplus Enhance Dental Term Life and Vision. So, okay, then I have a couple questions. Sure. Because they said that in my plan, um, the PharmAvail prescription and the Walmart Health... Er, I'm sorry, the, um, the PharmAvail is not part of it, or, like, it doesn't show that anywhere in my policy. There's nothing about prescriptions. I mean, PharmAvail is include on that plan. Um, do you have the name of the person who answer your call from APL? Uh, I... No, I don't have her name. That's weird. Okay, so it- She doesn't remember what it is? It is included. Yes. Okay. Let, let me... Let me check for your ID cards, and, um, I'm gonna send them to your email. That way, we can review the ID cards together, and you're gonna see the PharmAvail information there, okay? Okay. Um, ma'am, could you hold just for a minute? Sure. I'll be right back with your number. Thank you. Uh-huh. Hello, Ms. Pinzones? Yes. Hi. Thank you for waiting, ma'am. Okay. Can you check your email while we are on the phone? Yes. Uh, one second. Sure. Okay. Okay. There must be an email from Info at Benefits in a Card. Yes. Okay. Once you open that email, there is three PDF files there. One is your dental, one your medical, and one's your vision. Oh, okay. If you open your medical... Oh, I see PharmaVail now. Okay. Yes. I'm, I'm surprised. That's what I'm trying to, uh, figure out who, who told you or who give you that information, because I was not- Yeah, well, m- The woman was not very helpful, I will say that much. Okay. Yes, um, as you see there is the PharmaVail information. Yes, you have PharmaVail coverage. Okay. Okay, great. Um, okay. The medical ID card, they don't send it automatically to your mailing address. You want me to request that card to be sent to your mailing address as well? The other two are- Yeah. ... gonna be there one moment another. Yeah, I would love to have physical copies. Okay, so I'm

gonna make that request. It may take two to three weeks, but in the meantime just use the ones I sent you. Those are the exact copy of the originals. Okay, perfect. All righty, ma'am. Um, other than that, Ms. Christie, do you have any other questions for us? No, that's it. All righty, ma'am. So, uh, thank you for calling Benefits in a Card. Wish you too have a wonderful day, ma'am. Thank you. You too. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . My name is Sarah. May I have your name, please? Kristi. Hello, ma'am. How may I help you? Um, I'm calling because I recently enrolled in benefits, and I, um, I got my policies from APL, and it doesn't look like that's what I actually have meant to enroll in. Um, I wanted to enroll in the Insurplus Enhance, um, policy, which includes, you know, PharmAvail- Kristi. Yes. And then also they said- May I have the name of the agency that you are working with? Uh, Creative Circle. And may I have the last four of your Social to locate your account? 7605. Thank you very much. Ms. Kristi Hanson, I- Yeah. For security purposes, can you please verify your... I'm sorry, you're cutting out a little bit. Okay. Can you please verify your address and date of birth? 625 East Monroe Avenue, Apartment 551, Alexandria, Virginia, 22301-05098. Email kpenson@gmail.com? Yes. And phone number 202-271-5511? Yes. Okay. Um, please describe the ID card you just received, like, like, how that look, what it says. I haven't received any card. Okay. So, how do you know that you're not enrolled on, on, on the plan you would like to be enrolled at? Uh, because... Because I, I called and I set up an account online, so I can see my policies online. Okay. What we got here is that you are enrolled on Insurplus Enhance Dental Term Life and Vision. So, okay, then I have a couple questions. Sure. Because they said that in my plan, um, the PharmAvail prescription and the Walmart Health... Er, I'm sorry, the, um, the PharmAvail is not part of it, or, like, it doesn't show that anywhere in my policy. There's nothing about prescriptions. I mean, PharmAvail is include on that plan. Um, do you have the name of the person who answer your call from APL? Uh, I... No, I don't have her name. That's weird. Okay, so it- She doesn't remember what it is? It is included. Yes. Okay. Let, let me... Let me check for your ID cards, and, um, I'm gonna send them to your email. That way, we can review the ID cards together, and you're gonna see the PharmAvail information there, okay? Okay. Um, ma'am, could you hold just for a minute? Sure. I'll be right back with your number. Thank you. Uh-huh. Hello, Ms. Pinzones? Yes. Hi. Thank you for waiting, ma'am. Okay. Can you check your email while we are on the phone? Yes. Uh, one second. Sure. Okay. Okay. There must be an email from Info at Benefits in a Card. Yes. Okay. Once you open that email, there is three PDF files there. One is your dental, one your medical, and one's your vision. Oh, okay. If you open your medical... Oh, I see PharmaVail now. Okay. Yes. I'm, I'm surprised. That's what I'm trying to, uh, figure out who, who told you or who give you that information, because I was not- Yeah, well, m- The woman was not very helpful, I will say that much. Okay. Yes, um, as you see there is the PharmaVail information. Yes, you have PharmaVail coverage. Okay. Okay, great. Um, okay. The medical ID card, they don't send it automatically to your mailing address. You want me to request that card to be sent to your mailing address as well? The other two are- Yeah. ... gonna be there one moment another. Yeah, I would love to have physical copies.

Okay, so I'm gonna make that request. It may take two to three weeks, but in the meantime just use the ones I sent you. Those are the exact copy of the originals. Okay, perfect. All righty, ma'am. Um, other than that, Ms. Christie, do you have any other questions for us? No, that's it. All righty, ma'am. So, uh, thank you for calling Benefits in a Card. Wish you too have a wonderful day, ma'am. Thank you. You too. Bye-bye. You're welcome. Bye-bye.