

Transcript: Sara

Marulanda-5517796854382592-4670646029303808

Full Transcript

Thank you for calling Benefits Genecard. My name is Sarah. May I have your name, please? It's Isaiah Shader. Hello. How may I help you? So, I had to leave work early last night because I felt like I was going to pass out. I was in a lot of pain and I think I might have a kidney stone. I've had them before and it feels like a kidney stone. Uh-huh. And I just been getting, like, nauseous and sick to my stomach and I just couldn't, I couldn't do it no more last night, so I went ahead and left work. And I was gonna use my card and I thought it would like... I could go to the doctor and it would cover. And she told me that it was just for the, uh, the virtual s-uh, urgent care. So I just didn't know how I could go about doing that, and maybe getting a doctor's note and getting some medicine. Okay, let me check that for you. May I have the name of the agency and the last four of your Social? The name of the agency, like the staffing agency? Yes. Yes, sir. It's, um, American Staffing Corp. Okay. And the last four- And- ... of your Social? ... is 3019. Mr. Isaiah Shader, and just for security purposes, can you please verify your address and date of birth? 222 North Dorothy Avenue, 5/6/99. And is your email IsaiahShader21- 21. ... at hotmail.com? Yes, ma'am. Um, phone number 918-576-9419? Yes, ma'am. Okay, thank you very much. Okay, um, I'm downloading the ID card to explain you the, how to, to work with it. E- give me just a minute, please. Okay. Thank you. Okay. You said you already got your ID card, right? Yes, ma'am. Okay. Can you see the, the box where it says Medical? So I, I got my ID card and I took it over to my mom's to see if she could help me figure it out. Mm-hmm. And I left it there, so I had to send me a picture. It says the Medical and it says M- MultiPlan. Uh-huh. That, that's is- It says- ... the network. The what? That's the network. The MultiPlan is the network. Okay. Okay. So, um- And it says Benefits Genecard. Yes. Um, okay. Give me just a minute. I'm gonna put you on hold for a minute and I'll be right back with you, okay? Okay. Buenas. Okay, thank you. . Hello, Mr. Isaiah? Yes, ma'am. Thank you, sir. Okay. So for your urgent virtual care, um, I'm gonna give you a number where you can, uh, like a schedule the appointment. They will call you. It's gonna be pay, obviously. But, uh, that's the number you're gonna use to contact them. Oh, uh- And that's what they're gonna use to make the video call, is, uh, 469-795-8479. You said 469-795-8479? Yes, sir. Okay. And the other thing is, um, is you have free RX or the free RX are include in your plan, but I'm assuming you haven't, uh, create an account with them, right? That's what I was trying to do is create an, create an account and stuff and I couldn't figure it out. So, uh, I'll go ahead and go and do that and create an account and then I'll- Yeah. ... call that number. Okay. Uh, n- no. You call that number f3:00 for the virtual care. What I'm talking about is the, the FreeRx, the prescription coverage. That's different. That's another... That's separate. It's just for you. So what I'm going to do is, I'm going to send you an email with the instructions for the FreeRx for you to, uh- Okay. ... enroll on it or- Okay. ... open an account with them. Okay? Okay. Okay. It's, it's, it's gonna be from benefits in a card and it's called, uh, FreeRx f3:00.

You cut out a little bit there. Wha- wha- what did you say? The email name is- Help. ... FreeRx Registration. Okay. And you said you're going to send me an email? Give me... Yes, give me... Yes, send me... Just want to be sure that you have received it before we disconnect the call. Hold on, please. Okay. Thank you. I just sent it. Um, can you check your email? Yes, ma'am. Thank you, sir. Yes, ma'am. The FreeRx registration info? Yes. Perfect. Yes. That's for you, for your prescription coverage and the phone number I give you is for the virtual, uh, virtual care appointment. Okay. All righty, sir. Um, other than that, is there anything else that I can help you with? No, ma'am. All righty, sir. So have a wonderful day and I hope you feel much better. Thank you. You too. God bless. God bless you as well. Thank you. Bye-bye. Bye.

Conversation Format

Speaker None: Thank you for calling Benefits Genecard. My name is Sarah. May I have your name, please? It's Isaiah Shader. Hello. How may I help you? So, I had to leave work early last night because I felt like I was going to pass out. I was in a lot of pain and I think I might have a kidney stone. I've had them before and it feels like a kidney stone. Uh-huh. And I just been getting, like, nauseous and sick to my stomach and I just couldn't, I couldn't do it no more last night, so I went ahead and left work. And I was gonna use my card and I thought it would like... I could go to the doctor and it would cover. And she told me that it was just for the, uh, the virtual s- uh, urgent care. So I just didn't know how I could go about doing that, and maybe getting a doctor's note and getting some medicine. Okay, let me check that for you. May I have the name of the agency and the last four of your Social? The name of the agency, like the staffing agency? Yes. Yes, sir. It's, um, American Staffing Corp. Okay. And the last four- And- ... of your Social? ... is 3019. Mr. Isaiah Shader, and just for security purposes, can you please verify your address and date of birth? 222 North Dorothy Avenue, 5/6/99. And is your email IsaiahShader21- 21. ... at hotmail.com? Yes, ma'am. Um, phone number 918-576-9419? Yes, ma'am. Okay, thank you very much. Okay, um, I'm downloading the ID card to explain you the, how to, to work with it. E- give me just a minute, please. Okay. Thank you. Okay. You said you already got your ID card, right? Yes, ma'am. Okay. Can you see the, the box where it says Medical? So I, I got my ID card and I took it over to my mom's to see if she could help me figure it out. Mm-hmm. And I left it there, so I had to send me a picture. It says the Medical and it says M- MultiPlan. Uh-huh. That, that's is- It says- ... the network. The what? That's the network. The MultiPlan is the network. Okay. Okay. So, um- And it says Benefits Genecard. Yes. Um, okay. Give me just a minute. I'm gonna put you on hold for a minute and I'll be right back with you, okay? Okay. Buenas. Okay, thank you. . Hello, Mr. Isaiah? Yes, ma'am. Thank you, sir. Okay. So for your urgent virtual care, um, I'm gonna give you a number where you can, uh, like a schedule the appointment. They will call you. It's gonna be pay, obviously. But, uh, that's the number you're gonna use to contact them. Oh, uh- And that's what they're gonna use to make the video call, is, uh, 469-795-8479. You said 469-795-8479? Yes, sir. Okay. And the other thing is, um, is you have free RX or the free RX are include in your plan, but I'm assuming you haven't, uh, create an account with them, right? That's what I was trying to do is create an, create an account and stuff and I couldn't figure it out. So, uh, I'll go ahead and go and do that and create an account and then

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