

Transcript: Sara

Marulanda-6412484141432832-5591666188664832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Benefits in a Cart. My name is Sara. May I have your name, please? Alana Lewis Thomas. Hello, ma'am. How may I help you? I don't know. People keep hanging up on me. And I'm really getting frustrated. I know it's not your problem, but you are the 12th person I've talked to in a hour and everybody continues to hang up the phone on me. Okay. What, what was your issue- I'm trying to figure out- ... when you were calling? ... how I'm trying to get my medications from the pharmacy. The first man I talked to told me that my account is not active because I haven't gotten a check in a week, which makes no sense because the provider that sent these prescriptions to the pharmacy came from Benefits in a Cart. So if my insurance is not active, how was I able to speak to a provider? Okay. So let, let me, let me check your account. I think I talked with you earlier and I transferred your call with Corexa. Let me see- Yeah, yeah, yeah. ... if it's the same person. Mm-hmm. May I have the, the name of the agency and the last four of your Social, please? Uh, Crown 6175. Alana Lewis Thomas? Yes, ma'am. Oh, and just for security purposes, can you please verify your address and date of birth? Uh, address is 2905 Rockaway Drive, um, Louisville, Kentucky 40216. Date of birth's 4/27/97. Thank you very much, ma'am. Yes, alanamiya@gmail.com and your phone number- Yes. ... are both 2310-2160, right? Yes, ma'am. Okay, thank you very much. Mm-hmm. Yes, ma'am, I talked with you already. Okay. I transferred your call with Acur- uh, uh, with Corexa for, uh- Mm-hmm. ... because you told me and they say that, um, at the pharmacy they're charging you \$30 for your prescription, but at the- Yes, can I put you on a hold? ... Pre-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Welcome to Benefits in a Cart. My name is Sara. May I have your name, please? Alana Lewis Thomas. Hello, ma'am. How may I help you? I don't know. People keep hanging up on me. And I'm really getting frustrated. I know it's not your problem, but you are the 12th person I've talked to in a hour and everybody continues to hang up the phone on me. Okay. What, what was your issue- I'm trying to figure out- ... when you were calling? ... how I'm trying to get my medications from the pharmacy. The first man I talked to told me that my account is not active because I haven't gotten a check in a week, which makes no sense because the provider that sent these prescriptions to the pharmacy came from Benefits in a Cart. So if my insurance is not active, how was I able to speak to a provider? Okay. So let, let me, let me check your account. I think I talked with you earlier and I transferred your call with Corexa. Let me see- Yeah, yeah, yeah. ... if it's the same person. Mm-hmm. May I have the, the name of the

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