

## Transcript: Sara

**Marulanda-6499251688488960-6516552018083840**

### Full Transcript

Thank you for calling, thank you for calling Benefits Connect card. My name is Sarah. May I have your name, please? Hi, my name is Diego. Hello, Mr. Diego. How may I help you? Hi. Um, I have the, an account with you, with you guys, but I'm trying to access it and it tells me it's disabled. Hmm, let me check that for you. May I have, please, the name of the agency that you are working with and the last four digits of your Social Security number? Yeah. The agency is, uh, Morales Group Inc. Okay. And the last four is, um, 1336. Okay, Mr. Diego Cansino? Yeah, that's correct. And just for security purposes, sir, can you please verify your address and date of birth? Yeah. It's, uh, my date of birth is 25 of June, and my address, I changed my address. I don't know if... It's 1151 Gosher Way. That's the one we have here, 1151 Gosher Way- Oh, great, perfect. ... in West Lafayette, Indiana. Uh, yeah, that's, that's right. Okay. And, um, your date of birth? June 25th, uh, two- 2003. And is your email D-dieconverz@gmail.com? Yep. Yeah, that's right. And is your phone, and is your phone number 765-491-0973? That's correct. Thank you very much. Okay, um, what information are you looking for? Yeah, I'm, I'm just trying to access my account, because I don't know why it says like it's disabled or like I can't access my, my, uh, my account. Okay, but when you say access your account, this is the healthcare coverage. It's, it's not like an account. Yeah, I mean, I- I'm just trying to sign in, just to like, uh, get like my card number. Okay. I don't think the system will allow you to do that. But or if it does, um, let me see. Uh, they have like a way to do it. Anyway, I can send you the ID card if you want me to. Yeah, that would be great. Okay, may I put you on hold just for a minute while I download the ID card? Yeah, that's okay. Okay, I'll be right back with you, sir. Thank you. Hello, Mr. Cansino? Yes. Thank you for waiting, sir. Okay, I just sent you the ID card, uh, the medical ID card. Can you check your email while we are on the phone? Uh, yes. Okay. Um... Wait. Uh. Give me one second, I'm, I'm checking that. Sure. Take your time and check on the junk tray, maybe it went over there or something. All right. Yeah, I got it. Okay. Now about the FreeRx, because you got to enroll in FreeRx as well. Have you opened or have you registered with FreeRx already? Hmm, I don't think so. What, what's that look like? Okay, FreeRx is for prescription coverage. So I just sent you a separate email with, uh, the instructions for FreeRx registration. Okay. So just follow the instructions, uh, and that way you can enroll on FreeRx. At this moment up to today, there is... I'm checking your account. Hmm. Okay. There's some kind of, um, they're trying to make a reconciliation on your payments, uh, because I think the deduction was bigger than it was supposed to be. So they're trying to fix it. Um- Okay. You have to wait for the main office on Morales for they both to fix it. Uh, w- we don't have access to that information but, uh, they make the deduction bigger than they should be. Okay. So, um, they have to fix that before your coverage became active again. Okay, so that means until they fix it, I don't have any coverage? Uh, you, you did have coverage until last Sunday. From February- Yeah. ... the

10th until last Sunday. This week, they, they have to fix it any day this week, and once they fix it, the whole week is going to be covered. Oh, okay. So remember, the coverage- Okay. ... is from Monday to Sunday. So once they fix it, the coverage will be, um, applied to the April 7th to the 13th, unless they say something different, but- Oh, okay. ... for now, that's what it's looking like. Perfect. So, um, just a question, what does FreeRx does, like do again? That one is for a prescription coverage, like medications. Oh, okay. Yes. You have that plan as well. Okay, perfect. Thank you for your help. You're more than welcome. Is there anything else that I can help you with? No, that, that'll do it. All righty then, so thank you for calling Benefits in a Car. Wish you too have a wonderful day. You too. Okay, thank you very much. Mm, bye bye. Bye.

## Conversation Format

Speaker None: Thank you for calling, thank you for calling Benefits Connect card. My name is Sarah. May I have your name, please? Hi, my name is Diego. Hello, Mr. Diego. How may I help you? Hi. Um, I have the, an account with you, with you guys, but I'm trying to access it and it tells me it's disabled. Hmm, let me check that for you. May I have, please, the name of the agency that you are working with and the last four digits of your Social Security number? Yeah. The agency is, uh, Morales Group Inc. Okay. And the last four is, um, 1336. Okay, Mr. Diego Cansino? Yeah, that's correct. And just for security purposes, sir, can you please verify your address and date of birth? Yeah. It's, uh, my date of birth is 25 of June, and my address, I changed my address. I don't know if... It's 1151 Gosher Way. That's the one we have here, 1151 Gosher Way- Oh, great, perfect. ... in West Lafayette, Indiana. Uh, yeah, that's, that's right. Okay. And, um, your date of birth? June 25th, uh, two- 2003. And is your email D-dieconverz@gmail.com? Yep. Yeah, that's right. And is your phone, and is your phone number 765-491-0973? That's correct. Thank you very much. Okay, um, what information are you looking for? Yeah, I'm, I'm just trying to access my account, because I don't know why it says like it's disabled or like I can't access my, my, uh, my account. Okay, but when you say access your account, this is the healthcare coverage. It's, it's not like an account. Yeah, I mean, I- I'm just trying to sign in, just to like, uh, get like my card number. Okay. I don't think the system will allow you to do that. But or if it does, um, let me see. Uh, they have like a way to do it. Anyway, I can send you the ID card if you want me to. Yeah, that would be great. Okay, may I put you on hold just for a minute while I download the ID card? Yeah, that's okay. Okay, I'll be right back with you, sir. Thank you. Hello, Mr. Cansino? Yes. Thank you for waiting, sir. Okay, I just sent you the ID card, uh, the medical ID card. Can you check your email while we are on the phone? Uh, yes. Okay. Um... Wait. Uh. Give me one second, I'm, I'm checking that. Sure. Take your time and check on the junk tray, maybe it went over there or something. All right. Yeah, I got it. Okay. Now about the FreeRx, because you got to enroll in FreeRx as well. Have you opened or have you registered with FreeRx already? Hmm, I don't think so. What, what's that look like? Okay, FreeRx is for prescription coverage. So I just sent you a separate email with, uh, the instructions for FreeRx registration. Okay. So just follow the instructions, uh, and that way you can enroll on FreeRx. At this moment up to today, there is... I'm checking your account. Hmm. Okay. There's some kind of, um, they're trying to make a reconciliation on your payments, uh, because I think the deduction was bigger than it

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