

Transcript: Sara

Marulanda-6599681375911936-5165836204687360

Full Transcript

Thank you... Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes, Sarah. My name's Brian Malone. Hello, Mr. Malone. How may I help you? Yes. Uh, I, I'm recently got Benefits in a Card and I was curious about my prescription plan. And, and how do I communicate that information to my local, uh, uh, pharmacy? Pharmacy? Okay. Let me check that for you. May I have, please, the name of the agency that you're working with and the last four of your Social? Uh, that's Oxford and then 6199. Thank you very much. And, uh, Mr. Malone, just for security purposes, can you please verify your address and date of birth? Yes. I'm 5278 Sheffield Avenue, Manchester, New Jersey and it's October 3rd, 1960. Email bmatice9@aol.com? Yes. Phone number 848-467-1643? Yes. Thank you very much. Okay. Okay. Your, uh, prescription coverage information is on the medical ID card. You should have one, two, three... three ID cards. How many do you have? Let's see. I, I do have three, but how do I, uh... Is this... Is there a separate prescription card? No. Okay. I want you to please look at your ID cards. It will... One will say Vision, the other one will say APL, um, Carington, which e- uh, and on the bottom it will say Dental. Right. And the other one will say APL and Indemnity... Hospital Indemnity. It looks just like the one, the Dental- Yes. ... but is, is... it says Hospital Indemnity. So you have all three, right? Yes. Okay. On the Hospital Indemnity, check on the... there's two boxes. Check on the right box and there on blue ink you're gonna see... Sir? I don't know... I don't know what, what you're saying now. I'm not following you. Okay. Okay. The APL ID card that says Hospital Indemnity, that one. Hold on, hold on. Okay. I got a APL Oxford Global Resources Limited Benefit Hospital Indemnity. Right. What about it? Okay. Check on the right side. Or... Oh, well, do you got the hard copy? Yes. It's, it... There's also got the co- Okay. Yeah. So, there's okay. Okay. Look on the back. Look on the back of the card. On the right. Okay. Yeah. On the back of... On the back of the, there must be on ink blue something that says Pharma Bill. Pharma Bill. Uh, I don't have that. Oh, no. I do have that. Yes, on the back of the card. Yeah. So... Yeah. I, I have that. Okay. That Pharma Bill information is for the prescriptions. The bill number, GRP number, those numbers are the ones that they need at the pharmacy. Okay. Thank you. I think... I think that'll take, take care of it. Let me try that out and I appreciate your help and if I have any, uh, trouble I'll get back to you. Sure, sir. Thank you. Thank you for calling Benefits in a Card. Have a wonderful weekend, sir. Uh, thank you again. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you... Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes, Sarah. My name's Brian Malone. Hello, Mr. Malone. How may

I help you? Yes. Uh, I, I'm recently got Benefits in a Card and I was curious about my prescription plan. And, and how do I communicate that information to my local, uh, uh, pharmacy? Pharmacy? Okay. Let me check that for you. May I have, please, the name of the agency that you're working with and the last four of your Social? Uh, that's Oxford and then 6199. Thank you very much. And, uh, Mr. Malone, just for security purposes, can you please verify your address and date of birth? Yes. I'm 5278 Sheffield Avenue, Manchester, New Jersey and it's October 3rd, 1960. Email bmatice9@aol.com? Yes. Phone number 848-467-1643? Yes. Thank you very much. Okay. Okay. Your, uh, prescription coverage information is on the medical ID card. You should have one, two, three... three ID cards. How many do you have? Let's see. I, I do have three, but how do I, uh... Is this... Is there a separate prescription card? No. Okay. I want you to please look at your ID cards. It will... One will say Vision, the other one will say APL, um, Carington, which e- uh, and on the bottom it will say Dental. Right. And the other one will say APL and Indemnity... Hospital Indemnity. It looks just like the one, the Dental- Yes. ... but is, is... it says Hospital Indemnity. So you have all three, right? Yes. Okay. On the Hospital Indemnity, check on the... there's two boxes. Check on the right box and there on blue ink you're gonna see... Sir? I don't know... I don't know what, what you're saying now. I'm not following you. Okay. Okay. The APL ID card that says Hospital Indemnity, that one. Hold on, hold on. Okay. I got a APL Oxford Global Resources Limited Benefit Hospital Indemnity. Right. What about it? Okay. Check on the right side. Or... Oh, well, do you got the hard copy? Yes. It's, it... There's also got the co- Okay. Yeah. So, there's okay. Okay. Look on the back. Look on the back of the card. On the right. Okay. Yeah. On the back of... On the back of the, there must be on ink blue something that says Pharma Bill. Pharma Bill. Uh, I don't have that. Oh, no. I do have that. Yes, on the back of the card. Yeah. So... Yeah. I, I have that. Okay. That Pharma Bill information is for the prescriptions. The bill number, GRP number, those numbers are the ones that they need at the pharmacy. Okay. Thank you. I think... I think that'll take, take care of it. Let me try that out and I appreciate your help and if I have any, uh, trouble I'll get back to you. Sure, sir. Thank you. Thank you for calling Benefits in a Card. Have a wonderful weekend, sir. Uh, thank you again. Bye-bye. Thank you. Bye-bye.