

Transcript: Sara

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Full Transcript

Thank you for calling Benefits Netcard. My name is Sarah. May I have your name, please? Todd Phillips. Hello, Mr. Phillip. How may I help you? Hi. Um, I have you guys' insurance. Can you take a look at my insurance policy and tell me if I have prescription coverage? Sure, I can help you with that. May I have the name of the agency that you're working with, and the last four of your social? Excuse me. Innovative Staff Solutions, 1512. Okay, give me just a minute please. Mr. Phillips, and just for security purposes, can you please verify your address and date of birth? 5710 South State Road 39, Clayton, Indiana. 10/28/1965. Okay. We have a different address. Uh, have you changed your address? Okay. Okay. 12376 Campground Road. Yes. Do you want us to keep this one? Lower Dell, Indiana. Yeah, one's the mail... That's my address, but then I have a mailing address 'cause it's a campground. Oh. Because of the name, Campground Road. And so- The mail doesn't- ... do you want me- That mail doesn't- ... from here on? ... go directly to... Yeah, the mail at that 123 doesn't go directly to my house. No. So, usually I use that, the 5710. Okay, do you want me to use it- It's my daughter's address. But- What do you want me to do? Um, if they want to change it to 5710 South State Road 39. Okay. 5710 South State Road. 59? South. Yeah. Yeah, South State Road 39. Oh, 39. Yeah. I said 59. I could have. I don't know. Yeah. Okay. So we got 5710 South State Road 39. Is that correct? Correct. Yeah. Clayton. Okay, and is... Clayton? Yeah. C-L-A-T-O-N, Clayton, Indiana. And the code, the ZIP code? 46118. Thank you very much. And is your email tap8822@gmail.com? Correct. And is your phone number 352-209-6298? Nope. I got a new phone and a new phone number. Okay. Which one is that? It is 317- Uh. ... 533-3058. Perfect. Thank you very much. Okay. Yes, sir. You have vision, dental, and medical insurance. Um, have... Do you... Have you received your ID cards? You know, I've gotten cards. I have a couple of cards, but the, my pharmacy tells me that none of 'em work. And then, out of all the emails that I needed, I need you to send me the email with my, you know, my digital card or whatever. Okay. I'm gonna send your, the, the email with the digital cards, but, um, uh..., oh, there is two cards, and they look like the same, the dental and the medical. But the medical- Yeah. ... is the one that will cover prescriptions and the pharma bill. So I'm, I'm thinking- Yeah. I, I, I- ... that you may use the dental. I mean, I... You know, I've tried all of 'em, and it just... I don't know if they're making a mistake or I'm just not doing something right. I don't know. But I'm gonna try again. Okay. You should- If I get that, if I get... Yeah, if I get that email, then I'll- Yes, thank- ... just use the email and then they can, uh, go from there. And then, if it's not that, then it's them making a mistake, so... Yes. I'm gonna send you the email- That, that's pretty much- ... right now. Um, Mike? Uh, yeah. I can deal with it. Mike? Okay. Mike, put you on hold just for a minute- Mike? Hello, is this- ... while I send you the email. Yeah. Yeah. Okay. I'll be right back with you, sir. Thank you. Yes, ma'am. Thank you. Have you ever heard of trifocals? Huh? Have you ever heard of, heard of trifocals? You

know, like bifocals, trifocals? It's all the, the di-, uh, I can't... You know, like trifocals. You got 'em in, uh, singles, and then you got 'em in, uh, bifocals, and then you got 'em in, uh, tri-focals. Tri-focal, it's like you got, you got both, you know, both of something. You got the bifocal, you got the bi-, tri-focal is, is when you have both. And that's gonna be the best, no, not ever be. But I'm gonna go, I'm gonna go get off, after I get off the, after I get off the line and find it. See if that helps. Okay. Hello, Mr. Phillips? Yeah. Thank you for calling, sir. Yes. I mean, thank you for writing, I'm sorry. I already sent you the ID cards. Can you check your email while we are on the phone? Yes, ma'am. Um, email. Perfect. And... Group info card. Yes. There is three PDF files there. One is your vision, then the other one is your medical, and the other one is your dental. Your pre- What's the first one? Uh, prescription coverage is under the medical. Okay. I, I'm downloading them right now. Okay. Just making a... Group Voluntary Dental. Group Voluntary Dental. Then my other one... You're gonna have one dental, one vision, and one medical. Okay, is the, the medical one the first? And then they have the vision with it? 'Cause there's two downloads, but three cards, so... I know. Yes. Okay. Yep, I got it now. You got them? Okay, perfect. It's not the dental. I'm or... Okay, there is one dent- Okay, the first one is the vision. No, I'm looking at them now. Then the dental. Okay, perfect. Yeah, I'm just, I'm reading them at the second. Okay. Vision, yeah that's... So it's not the vision, it's the first one. Okay. Yeah, I got it. All right, so- That should help me what I'm, I need to do. Yes, sir. 'Cause I never thought- Other than that... Hear me, I'm sorry. The rea- the reason I asked was because it said medical two or something on the insurance, you know, that I buy? Mm-hmm. And I thought maybe I didn't have prescription coverage, but I have prescription coverage in what I'm, what I'm paying for? Yes, you do. On the medical- Okay. ... ID card, on the right side, you're gonna see the pharma bill. The B number, the GRP number, and the PCN number are there for prescription coverage. Yeah, on the card I don't... You said where was it? On the medical ID card-On the right- Yeah. ... side of the card, on the left it says, APL, which is the hospital indemnity information. On the right side, the right box, it says, Pharma Bill, on blue I- blue ink. Pharma Bill. You see it? No. No, mine says, Innovative Staff Solutions Group 9434. And then in the top right-hand corner, there's a picture, it says, "90 Degrees Benefits," or something. Employee ID, employee name. Okay. Yeah, I don't... I... On the other card, it says, "Vision too." No, no. And then when I go to the other one, it's dental. Both say, Group Voluntary Dental. Okay. It says, APL Carrington on the top. Carrington. That one is the dental. Group Voluntary... Yeah, Group Voluntary Dental. Then let me go back to the other picture that you sent me, and there's a picture of two, like the front and the back are two different cards. Mm-hmm. But one says, this group number, employee ID, employee name, vision. And then the other one says, "Vision Claim Submission." That one is your vision, but there is another- Yeah. ... a, there, there is another- No, uh- ... APL card. B-, uh, no, no, I only have two cards and both of them say dental. Check, check on the bottom of the email. Sometimes, the, the, the files- Okay. ... attach different. Check on the bottom of the email, please. Yeah, yeah. Excuse me. Okay. Yeah, even in the list, it just mentions dental and vision. This one, the card I'm telling you, it looks just like the dental, but it will say on the bottom, Limited Benefit Hospital Indemnity. The dental say Carrington- Yeah, I know. I, I mean- ... the medical say Limited Benefit. You sent me two... I mean, there's two downloads with the email you sent. I'll go into the email. Mm-hmm. There's no attachments to open. I'm gonna send you- But here's the- ... one just with the medical. Okay. Yes, 'cause I'm- Yes. ... I'm serious. You sent me three cards and two say vision and one says dental. This, this will...

Let me send you- Oh, no, no. Wait. There, there, there was one like hidden, way down at the bottom of the email. Limited Hospital- Yes. Okay. Yeah. Now I got it. Okay. That one is the one that has on- Yeah, it was below. ... the right side on blue ink, the Pharma Bill information. Yeah. That's the prescription coverage. Yeah, yeah. I, I definitely have it now. It seemed like you sent me two downloads, but there was only three pictures. And then when I went into the email, instead of the download, to the bottom, it showed me that card. Okay. Sorry about that. Yeah. No, no, no. It's okay. Don't worry. Sometimes it's the- Yeah, yeah. ... difference, it sends, attach the files different way. Yeah. Well, you have done a wonderful job and that's pretty much all I've needed. Thank you, sir. My pleasure. Uh, wish you too have a wonderful weekend and thank you for calling Benefits in a Card. Okay. You have a great day. Bye. Thank you, sir. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits Netcard. My name is Sarah. May I have your name, please? Todd Phillips. Hello, Mr. Phillip. How may I help you? Hi. Um, I have you guys' insurance. Can you take a look at my insurance policy and tell me if I have prescription coverage? Sure, I can help you with that. May I have the name of the agency that you're working with, and the last four of your social? Excuse me. Innovative Staff Solutions, 1512. Okay, give me just a minute please. Mr. Phillips, and just for security purposes, can you please verify your address and date of birth? 5710 South State Road 39, Clayton, Indiana. 10/28/1965. Okay. We have a different address. Uh, have you changed your address? Okay. Okay. 12376 Campground Road. Yes. Do you want us to keep this one? Lower Dell, Indiana. Yeah, one's the mail... That's my address, but then I have a mailing address 'cause it's a campground. Oh. Because of the name, Campground Road. And so- The mail doesn't- ... do you want me- That mail doesn't- ... from here on? ... go directly to... Yeah, the mail at that 123 doesn't go directly to my house. No. So, usually I use that, the 5710. Okay, do you want me to use it- It's my daughter's address. But- What do you want me to do? Um, if they want to change it to 5710 South State Road 39. Okay. 5710 South State Road. 59? South. Yeah. Yeah, South State Road 39. Oh, 39. Yeah. I said 59. I could have. I don't know. Yeah. Okay. So we got 5710 South State Road 39. Is that correct? Correct. Yeah. Clayton. Okay, and is... Clayton? Yeah. C-L-A-T-O-N, Clayton, Indiana. And the code, the ZIP code? 46118. Thank you very much. And is your email tap8822@gmail.com? Correct. And is your phone number 352-209-6298? Nope. I got a new phone and a new phone number. Okay. Which one is that? It is 317- Uh. ... 533-3058. Perfect. Thank you very much. Okay. Yes, sir. You have vision, dental, and medical insurance. Um, have... Do you... Have you received your ID cards? You know, I've gotten cards. I have a couple of cards, but the, my pharmacy tells me that none of 'em work. And then, out of all the emails that I needed, I need you to send me the email with my, you know, my digital card or whatever. Okay. I'm gonna send your, the, the email with the digital cards, but, um, uh..., oh, there is two cards, and they look like the same, the dental and the medical. But the medical- Yeah. ... is the one that will cover prescriptions and the pharma bill. So I'm, I'm thinking- Yeah. I, I, I- ... that you may use the dental. I mean, I... You know, I've tried all of 'em, and it just... I don't know if they're making a mistake or I'm just not doing something right. I don't know. But I'm gonna try again. Okay. You should- If I get that, if I get...

Yeah, if I get that email, then I'll- Yes, thank- ... just use the email and then they can, uh, go from there. And then, if it's not that, then it's them making a mistake, so... Yes. I'm gonna send you the email- That, that's pretty much- ... right now. Um, Mike? Uh, yeah. I can deal with it. Mike? Okay. Mike, put you on hold just for a minute- Mike? Hello, is this- ... while I send you the email. Yeah. Yeah. Okay. I'll be right back with you, sir. Thank you. Yes, ma'am. Thank you. Have you ever heard of trifocals? Huh? Have you ever heard of, heard of trifocals? You know, like bifocals, trifocals? It's all the, the di-, uh, I can't... You know, like trifocals. You got 'em in, uh, singles, and then you got 'em in, uh, bifocals, and then you got 'em in, uh, tri-focals. Tri-focal, it's like you got, you got both, you know, both of something. You got the bifocal, you got the bi-, tri-focal is, is when you have both. And that's gonna be the best, no, not ever be. But I'm gonna go, I'm gonna go get off, after I get off the, after I get off the line and find it. See if that helps. Okay. Hello, Mr. Phillips? Yeah. Thank you for calling, sir. Yes. I mean, thank you for writing, I'm sorry. I already sent you the ID cards. Can you check your email while we are on the phone? Yes, ma'am. Um, email. Perfect. And... Group info card. Yes. There is three PDF files there. One is your vision, then the other one is your medical, and the other one is your dental. Your pre- What's the first one? Uh, prescription coverage is under the medical. Okay. I, I'm downloading them right now. Okay. Just making a... Group Voluntary Dental. Group Voluntary Dental. Then my other one... You're gonna have one dental, one vision, and one medical. Okay, is the, the medical one the first? And then they have the vision with it? 'Cause there's two downloads, but three cards, so... I know. Yes. Okay. Yep, I got it now. You got them? Okay, perfect. It's not the dental. I'm or... Okay, there is one dent- Okay, the first one is the vision. No, I'm looking at them now. Then the dental. Okay, perfect. Yeah, I'm just, I'm reading them at the second. Okay. Vision, yeah that's... So it's not the vision, it's the first one. Okay. Yeah, I got it. All right, so- That should help me what I'm, I need to do. Yes, sir. 'Cause I never thought- Other than that... Hear me, I'm sorry. The rea- the reason I asked was because it said medical two or something on the insurance, you know, that I buy? Mm-hmm. And I thought maybe I didn't have prescription coverage, but I have prescription coverage in what I'm, what I'm paying for? Yes, you do. On the medical- Okay. ... ID card, on the right side, you're gonna see the pharma bill. The B number, the GRP number, and the PCN number are there for prescription coverage. Yeah, on the card I don't... You said where was it? On the medical ID card-On the right- Yeah. ... side of the card, on the left it says, APL, which is the hospital indemnity information. On the right side, the right box, it says, Pharma Bill, on blue I- blue ink. Pharma Bill. You see it? No. No, mine says, Innovative Staff Solutions Group 9434. And then in the top right-hand corner, there's a picture, it says, "90 Degrees Benefits," or something. Employee ID, employee name. Okay. Yeah, I don't... I... On the other card, it says, "Vision too." No, no. And then when I go to the other one, it's dental. Both say, Group Voluntary Dental. Okay. It says, APL Carrington on the top. Carrington. That one is the dental. Group Voluntary... Yeah, Group Voluntary Dental. Then let me go back to the other picture that you sent me, and there's a picture of two, like the front and the back are two different cards. Mm-hmm. But one says, this group number, employee ID, employee name, vision. And then the other one says, "Vision Claim Submission." That one is your vision, but there is another- Yeah. ... a, there, there is another- No, uh- ... APL card. B-, uh, no, no, I only have two cards and both of them say dental. Check, check on the bottom of the email. Sometimes, the, the, the files- Okay. ... attach different. Check on the bottom of the email, please. Yeah, yeah. Excuse me. Okay. Yeah, even in the list, it just mentions dental and

vision. This one, the card I'm telling you, it looks just like the dental, but it will say on the bottom, Limited Benefit Hospital Indemnity. The dental say Carrington- Yeah, I know. I, I mean- ... the medical say Limited Benefit. You sent me two... I mean, there's two downloads with the email you sent. I'll go into the email. Mm-hmm. There's no attachments to open. I'm gonna send you- But here's the- ... one just with the medical. Okay. Yes, 'cause I'm- Yes. ... I'm serious. You sent me three cards and two say vision and one says dental. This, this will... Let me send you- Oh, no, no. Wait. There, there, there was one like hidden, way down at the bottom of the email. Limited Hospital- Yes. Okay. Yeah. Now I got it. Okay. That one is the one that has on- Yeah, it was below. ... the right side on blue ink, the Pharma Bill information. Yeah. That's the prescription coverage. Yeah, yeah. I, I definitely have it now. It seemed like you sent me two downloads, but there was only three pictures. And then when I went into the email, instead of the download, to the bottom, it showed me that card. Okay. Sorry about that. Yeah. No, no, no. It's okay. Don't worry. Sometimes it's the- Yeah, yeah. ... difference, it sends, attach the files different way. Yeah. Well, you have done a wonderful job and that's pretty much all I've needed. Thank you, sir. My pleasure. Uh, wish you too have a wonderful weekend and thank you for calling Benefits in a Card. Okay. You have a great day. Bye. Thank you, sir. Mm-hmm. Bye-bye.