

Transcript: VICTORIA

Taylor-4550776277483520-5454877597155328

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, someone just called the number. My name is, um, Kimberly Gamino. Okay. Did they leave a voicemail for you? I don't know. I, I just, I just got the... I was a- I, I was just, um, seeing them call me and they told me they was gonna come back in like a couple of days. I don't know, like... Okay. Do you work through a staffing or a temp agency? Yeah. Through, um, First Focus in Maysville, Kentucky. The Focus, would it be Focus Workforce Management? Yeah. Yeah. The last four of your social? Um, 3892. Okay. Do you mind verifying your address and date of birth? Um, 324 Center Street, Maysville, Kentucky. And my birth, birth, my birthday is, uh, 10/13/1982. Phone number 270-727-3770? Yes. And then email is Kimberly and then J-O G-A-M-I-N-0-8-2 at Gmail? Yes. Okay. Give me one second. Okay. Did you just receive a missed call? Yeah. Okay. Give me one second. I'm just reaching out to see who may have reached out to you. Uh- I'm gonna put you on a brief hold. Oh, okay. All right. Thank you so much for holding. So yes, it looks like one of our agents was calling you back regarding this coverage you have through Pharmaville? Yeah. Um, so we did confirm that there is no lapse of coverage and coverage is showing active. Um, it was even showing active as of last night. Cool. So, um, I mean, everything's good to go on Pharmaville and they're up to date. Now, um, I... Do you have the ID card for your, your medical that has Pharmaville- Yeah. I have my ins... but I showed it to, uh, to the Walmart Pharmacy last night and because I had to pick up some medicine and it said it didn't have c-, it had no insurance on it or something like that. I don't know- Okay. ... if they're, what they're looking for on here or not. What, what does the ID card that you have say? Because I know- It says Okay. So that's- Yeah. ... where the issue is. Yeah. I believe that that's where the issue is. I, I think you don't have the right ID card. Give me one second. Okay. Okay. Okay, give me just a few seconds. I'm just looking up your ID card that you would actually need, because that's what the issue is. Do you also have your dental and vision ID card? Um, my vision's on the card. There's, on the back of the card it has the vision and it has 90 degrees, uh, I guess it's like for sure, so I'm not sure if... Yeah, I'm not sure why you got that ID card, because they typically send that ID card out for one of the other medical plans that we offer, which you- Yeah. ... don't have. So I'm gonna send you- They, they had to, they, they had me update my medical insurance in, like, in January, so that could be the reason why. Okay. So let me do this then. I'm gonna send you all of your current ID cards and I'm gonna label each of them for you. Okay. Okay, I just sent that to your email. Just let me know when you, when you get it. Okay. Let me get it. I think I got it. Okay. Are you able to pull up the, um, different PDF files? Uh, yeah. The, it's showing up right now. Like APL, is that the- So technically there's two of them that are from APL, but the one that's for your medical, it will say, um, Limited Benefit MED Plan. Okay. And that's the one you want to provide. It has all your Pharma, uh, Pharmavail policy information as well as your medical

information on there. Okay. Yeah, I see it. It, it's on here. Okay. Yeah, so if you want to try again, make sure to give them that ID card, and you should have no issue, but if you run into any other issues, um, I would have them call Pharmavail directly and it should have- Okay. ... Pharmavail's phone number on that ID card as well. Okay. Okay. Yes, ma'am. Do you need help with anything else? No, that was all. Thank you. All right. You're welcome. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, someone just called the number. My name is, um, Kimberly Gamino.

Speaker speaker_0: Okay. Did they leave a voicemail for you?

Speaker speaker_1: I don't know. I, I just, I just got the... I was a- I, I was just, um, seeing them call me and they told me they was gonna come back in like a couple of days. I don't know, like...

Speaker speaker_0: Okay. Do you work through a staffing or a temp agency?

Speaker speaker_1: Yeah. Through, um, First Focus in Maysville, Kentucky.

Speaker speaker_0: The Focus, would it be Focus Workforce Management?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: Um, 3892.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 324 Center Street, Maysville, Kentucky. And my birth, birth, my birthday is, uh, 10/13/1982.

Speaker speaker_0: Phone number 270-727-3770?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is Kimberly and then J-O G-A-M-I-N-0-8-2 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you just receive a missed call?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me one second. I'm just reaching out to see who may have reached out to you.

Speaker speaker_1: Uh-

Speaker speaker_0: I'm gonna put you on a brief hold.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. Thank you so much for holding. So yes, it looks like one of our agents was calling you back regarding this coverage you have through Pharmaville?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so we did confirm that there is no lapse of coverage and coverage is showing active. Um, it was even showing active as of last night.

Speaker speaker_1: Cool.

Speaker speaker_0: So, um, I mean, everything's good to go on Pharmaville and they're up to date. Now, um, I... Do you have the ID card for your, your medical that has Pharmaville-

Speaker speaker_1: Yeah. I have my ins... but I showed it to, uh, to the Walmart Pharmacy last night and because I had to pick up some medicine and it said it didn't have c-, it had no insurance on it or something like that. I don't know-

Speaker speaker_0: Okay.

Speaker speaker_1: ... if they're, what they're looking for on here or not.

Speaker speaker_0: What, what does the ID card that you have say? Because I know-

Speaker speaker_1: It says

Speaker speaker_0: Okay. So that's-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... where the issue is.

Speaker speaker_1: Yeah.

Speaker speaker_0: I believe that that's where the issue is. I, I think you don't have the right ID card. Give me one second.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay, give me just a few seconds. I'm just looking up your ID card that you would actually need, because that's what the issue is. Do you also have your dental and vision ID card?

Speaker speaker_1: Um, my vision's on the card. There's, on the back of the card it has the vision and it has 90 degrees, uh, I guess it's like for sure, so I'm not sure if...

Speaker speaker_0: Yeah, I'm not sure why you got that ID card, because they typically send that ID card out for one of the other medical plans that we offer, which you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... don't have. So I'm gonna send you-

Speaker speaker_1: They, they had to, they, they had me update my medical insurance in, like, in January, so that could be the reason why.

Speaker speaker_0: Okay. So let me do this then. I'm gonna send you all of your current ID cards and I'm gonna label each of them for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, I just sent that to your email. Just let me know when you, when you get it.

Speaker speaker_1: Okay. Let me get it. I think I got it.

Speaker speaker_0: Okay. Are you able to pull up the, um, different PDF files?

Speaker speaker_1: Uh, yeah. The, it's showing up right now. Like APL, is that the-

Speaker speaker_0: So technically there's two of them that are from APL, but the one that's for your medical, it will say, um, Limited Benefit MED Plan.

Speaker speaker_1: Okay.

Speaker speaker_0: And that's the one you want to provide. It has all your Pharma, uh, Pharmavail policy information as well as your medical information on there.

Speaker speaker_1: Okay. Yeah, I see it. It, it's on here.

Speaker speaker_0: Okay. Yeah, so if you want to try again, make sure to give them that ID card, and you should have no issue, but if you run into any other issues, um, I would have them call Pharmavail directly and it should have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Pharmavail's phone number on that ID card as well.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Yes, ma'am. Do you need help with anything else?

Speaker speaker_1: No, that was all. Thank you.

Speaker speaker_0: All right. You're welcome. Bye-bye.

Speaker speaker_1: Thank you.