

Transcript: VICTORIA

Taylor-4586983978385408-6488588717867008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes, I'm trying to access my member ID number. It's not listed on my, um, copy that I got sent to my email earlier. Okay. Um, it should be your policy number. It doesn't show a policy number or anything like that on here. It says group number, it doesn't show policy number. Okay. What's the name of the agency you work for? Focus Workforce Management. And the last four of your Social? 7237 Malachi Waits, please. And, uh, your first and last name? Aspen Clark. Okay. Do you mind verifying your address and date of birth? 1125 South Walnut Street, Apartment 101, Muncie, Indiana, 47302, 11295. And then phone number is 605-503-1167? Yes. Okay. And, uh, email is gonna be A-S-P-E-N-Z-8-3-0@gmail.com? Yes. Okay, give me one second. Okay, and are you nee-... Are you looking... So it looks like on the email that was sent to you, only your medical and vision ID card were sent to you. Yeah, I'm trying to pick up her prescription and they need my member ID number. I have the prescription thing, um, on the, the email that you guys sent. It shows all of the information for the Rx Pharmacy and all of that, but there's no member ID number listed at all. Okay, are you trying to use the, um, Elixr prescriptions- Yes. ... method or the FreeRx? Elixr. Okay. To my knowledge, everything that they need is on that ID card. Um, you- She's telling me I need a member ID number and I give, gave her the BIN, the PCN and the, uh, GRP and that's all on here, but she says you need the member ID number. Okay, did you try the employee ID? I did not. Okay. I would try the employee ID. Okay. Um, try D as in dog, 4322- Okay and then I do need the PIN again. Um, it is 80004. PCN? 008126. And the group? One... Uh, the group number? 9432. Give me just a second- Oh, sorry. Sorry, let me... The group number's 10006271. And what's your PIN again? 11295. Thank you so much, ma'am. You're welcome. Did you need help with anything else? Um, I don't think so. I think that... Did that work? I've got to put it in and- She's- ... run it real quick. Give me just a second. She's gonna run it, but I think that might work. Okay. Thank you so much. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, I'm trying to access my member ID number. It's not listed on my, um, copy that I got sent to my email earlier.

Speaker speaker_2: Okay. Um, it should be your policy number.

Speaker speaker_1: It doesn't show a policy number or anything like that on here. It says group number, it doesn't show policy number.

Speaker speaker_2: Okay. What's the name of the agency you work for?

Speaker speaker_1: Focus Workforce Management.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: 7237 Malachi Waits, please.

Speaker speaker_2: And, uh, your first and last name?

Speaker speaker_1: Aspen Clark.

Speaker speaker_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1125 South Walnut Street, Apartment 101, Muncie, Indiana, 47302, 11295.

Speaker speaker_2: And then phone number is 605-503-1167?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And, uh, email is gonna be A-S-P-E-N-Z-8-3-0@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, give me one second. Okay, and are you nee-... Are you looking... So it looks like on the email that was sent to you, only your medical and vision ID card were sent to you.

Speaker speaker_1: Yeah, I'm trying to pick up her prescription and they need my member ID number. I have the prescription thing, um, on the, the email that you guys sent. It shows all of the information for the Rx Pharmacy and all of that, but there's no member ID number listed at all.

Speaker speaker_2: Okay, are you trying to use the, um, Elixr prescriptions-

Speaker speaker_1: Yes.

Speaker speaker_2: ... method or the FreeRx?

Speaker speaker_1: Elixr.

Speaker speaker_2: Okay. To my knowledge, everything that they need is on that ID card. Um, you-

Speaker speaker_1: She's telling me I need a member ID number and I give, gave her the BIN, the PCN and the, uh, GRP and that's all on here, but she says you need the member ID number.

Speaker speaker_2: Okay, did you try the employee ID?

Speaker speaker_1: I did not.

Speaker speaker_2: Okay. I would try the employee ID.

Speaker speaker_1: Okay. Um, try D as in dog, 4322-

Speaker speaker_3: Okay and then I do need the PIN again.

Speaker speaker_1: Um, it is 80004.

Speaker speaker_3: PCN?

Speaker speaker_1: 008126.

Speaker speaker_3: And the group?

Speaker speaker_1: One... Uh, the group number? 9432.

Speaker speaker_3: Give me just a second-

Speaker speaker_1: Oh, sorry. Sorry, let me... The group number's 10006271.

Speaker speaker_3: And what's your PIN again?

Speaker speaker_1: 11295. Thank you so much, ma'am.

Speaker speaker_2: You're welcome. Did you need help with anything else?

Speaker speaker_1: Um, I don't think so. I think that... Did that work?

Speaker speaker_3: I've got to put it in and-

Speaker speaker_1: She's-

Speaker speaker_3: ... run it real quick. Give me just a second.

Speaker speaker_1: She's gonna run it, but I think that might work. Okay. Thank you so much.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Have a nice day.