

Transcript: VICTORIA

Taylor-5569303087988736-6658824420507648

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hello, Victoria. My name is Virginia. How are you today? Good. How are you? I'm excellent. Thank you. So I g- and I guess we just switched over. I don't know why, I don't know how, I don't know when, but we switched over and now I've got heart medicines that I can't get filled. And I don't know... because I don't have a card and I don't know how I get those medicines filled. So can you help me please? Okay. What's the name of the agency you work for? Noor Staffing. N-O-O-R Staffing. Okay. What's the last four of your Social? 4233. All right. And first name was Virginia? Correct. Okay. What's your last name? Last name is difficult. Gotcha. Mar-Maliszewski. Okay. I see here. Uh, do you mind verifying your address and date of birth? 95 Gilligan Road, Apartment 207 East Greenbush, New York, 12061. 626-3. Okay. And then phone number is the same one you're calling from? Correct. All right. And then email is, uh, G-I-N-I.nsgeng@yahoo.com? Correct. Okay. Um, let's see. So I can look up your ID cards and email you copies. That would be wonderful. Now can I just get my prescriptions where I get them normally? Yeah. I would assume so. I'm not aware of any, like, uh, restrictions against, like, the, the pharmacy itself. Yeah. Because when I was looking on the, on the page, it said something about you pick up your... And I, but I thought it was just for, um, diabetes, your, your insulin at Walmart, right? I don't have to go to Walmart to get my prescriptions. Not that I'm aware of. Now, were you looking at the free Rx benefit? I don't know. I have no idea. I mean, the page they sent us is one page and it doesn't really tell you anything. It just... I'm just so confused. Yeah. 'Cause th- like I said, I'm not aware of any... With the medical plan that you have, I'm not aware of any, uh, restrictions against, like, certain pharmacies. Is there a deduction? So basically, the way that it works is if it is a covered medication, it would be covered at \$10, \$20, or \$30, and then you pay the remainder of the bill. Okay. Can you tell me if it's a covered medicine? So we're just your benefits administrators. I don't have access to that, but I can give you the phone number for the actual, uh, carrier for prescriptions, which is through- Okay. ... um, PharmaVail. If you could just include that in the email when you send the cards over? Yeah. I believe Pharma- Yeah. PharmaVail's information should be on the ID card. If not, I can include it in the email. That'd be great. Give me just a few seconds so I can look all that information up and I'll be right back. Thank you, Victoria. You're welcome. How are you? Thank you so much for holding. So I just sent that information to your email. Okay. I got it. I just heard it ding for me. All right. Thank- Was there anything else you might need help with? No, Victoria, I think I'm all set now. Okay, perfect. You have a wonderful day. Thank you. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Victoria. My name is Virginia. How are you today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm excellent. Thank you. So I g- and I guess we just switched over. I don't know why, I don't know how, I don't know when, but we switched over and now I've got heart medicines that I can't get filled. And I don't know... because I don't have a card and I don't know how I get those medicines filled. So can you help me please?

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Noor Staffing. N-O-O-R Staffing.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 4233.

Speaker speaker_0: All right. And first name was Virginia?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. What's your last name?

Speaker speaker_1: Last name is difficult.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Mar- Maliszewski.

Speaker speaker_0: Okay. I see here. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 95 Gilligan Road, Apartment 207 East Greenbush, New York, 12061. 626-3.

Speaker speaker_0: Okay. And then phone number is the same one you're calling from?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And then email is, uh, G-I-N-I.nsgeng@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, let's see. So I can look up your ID cards and email you copies.

Speaker speaker_1: That would be wonderful. Now can I just get my prescriptions where I get them normally?

Speaker speaker_0: Yeah. I would assume so. I'm not aware of any, like, uh, restrictions against, like, the, the pharmacy itself.

Speaker speaker_1: Yeah. Because when I was looking on the, on the page, it said something about you pick up your... And I, but I thought it was just for, um, diabetes, your, your insulin at Walmart, right? I don't have to go to Walmart to get my prescriptions.

Speaker speaker_0: Not that I'm aware of. Now, were you looking at the free Rx benefit?

Speaker speaker_1: I don't know. I have no idea. I mean, the page they sent us is one page and it doesn't really tell you anything. It just... I'm just so confused.

Speaker speaker_0: Yeah. 'Cause th- like I said, I'm not aware of any... With the medical plan that you have, I'm not aware of any, uh, restrictions against, like, certain pharmacies.

Speaker speaker_1: Is there a deduction?

Speaker speaker_0: So basically, the way that it works is if it is a covered medication, it would be covered at \$10, \$20, or \$30, and then you pay the remainder of the bill.

Speaker speaker_1: Okay. Can you tell me if it's a covered medicine?

Speaker speaker_0: So we're just your benefits administrators. I don't have access to that, but I can give you the phone number for the actual, uh, carrier for prescriptions, which is through-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, PharmaVail.

Speaker speaker_1: If you could just include that in the email when you send the cards over?

Speaker speaker_0: Yeah. I believe Pharma- Yeah. PharmaVail's information should be on the ID card. If not, I can include it in the email.

Speaker speaker_1: That'd be great.

Speaker speaker_0: Give me just a few seconds so I can look all that information up and I'll be right back.

Speaker speaker_1: Thank you, Victoria.

Speaker speaker_0: You're welcome. How are you? Thank you so much for holding. So I just sent that information to your email.

Speaker speaker_1: Okay. I got it. I just heard it ding for me.

Speaker speaker_0: All right.

Speaker speaker_1: Thank-

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: No, Victoria, I think I'm all set now.

Speaker speaker_0: Okay, perfect. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.