

Transcript: VICTORIA

Taylor-5889281528348672-6459482326089728

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. This is James Kelly and I'm up here at the pharmacy trying to pick up a medication. And everything's going through like the bin number and all that, but it's, I, they're saying that you guys possibly have my wrong date of... my birth, uh, date wrong in your system 'cause it's not matching my date of birth. Oh, okay. Um, what is the name of your employer? HG Staffing. And the last four of your Social? 9530. Okay. And your first and last name? James Kelly. Do you mind verifying your address and date of birth? Actually, it's 380 Halls Mill Road, Shelbyville, Tennessee. Uh, it's three... 31760, date of birth 10/7/74. Okay. Yeah, looks like we had just like a generic date of birth in here. Oh, well. So you said it's 10/7/74? Yes, ma'am. Okay. Phone number 260-33... 330-1073? Correct. And then email is gonna be mkelly2748... 483@gmail.com. Yes, ma'am. Okay. Um, are they able to still like run your information and get you the prescription? Yeah, I believe so. They were just... the, the date of birth on my, on the en- on your guys' end wasn't matching my actual date of birth. So the insurance kept denying it because the bi-... date of birth didn't match. Okay. Um- But since, since you've changed it in the system, I, I don't know if that's a... if that's an instant change or if- No. ... that's something that's gonna... Yeah, that's the reason why I was asking if, if they're still able to fill the prescription for you 'cause it... to my knowledge, it takes about 24 to 48 business hours for it to be updated. All right. Um, I can go ahead and give you the date of birth we have and see if they can enter it in or I, I don't know. Okay. Um, and then I'll definitely go ahead and get the carriers up to date with your correct date of birth, but it can take about 24 to 48 business hours to get that updated. Okay. And w- what's the date of birth they have on file? Um, it would've been January 1st, 1980. Oh, wow. That's really generic. Yes. Well, I'll see if they... if they, um... if they can run it like that with that... since that's in the system that way, and then I guess next month we'll find out if it's... if it's different. Yeah, I'll follow up with you as well once I get word back that, uh, the prescription, like Pharmavale has been updated with your date of birth. Okay. Um, now if it's something that they... i- if it's something that, you know, for whatever reason that you can't pick up your medications, um, because of it, I know that if you decide you... if it's a medication you need right away, you can pay out of pocket for it and then reach out to Pharmavale, um, later on to submit like a... like a reimbursement claim. O- okay. I don't know. So if you ... if it's something like that. But see, I, I was... yeah. I was... it's something I have to have and I either take it or I die kind of thing. But, um, I have like a... like, um, like, a good Rx card that's typically on file. So and I don't know if it's gonna be any cheaper with Pharmavale or if it's gonna be, you know, cheaper with the u- the generic insurance I've been using. Gotcha. Yeah. I was just gonna say, if it's something that they can just put in the date of birth that we have on file and, you know, that would be one way. If they can't do anything about it until it's been updated with Pharmavale, then I would just s- suggest

maybe try and picking up that medication maybe tomorrow or the following day, or you can pay out of pocket for it and then reach out to Pharmavale and see if they can reimburse you. Okay. All righty. We'll- And either way- ... try that. I appreciate ya. Yes, sir. Either way- So- ... I'm gonna go ahead and get all the carriers up to date with your correct date of birth, and then I will give you a call back once that's been completed. All righty. Thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Thank you. Bye. Um, bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. This is James Kelly and I'm up here at the pharmacy trying to pick up a medication. And everything's going through like the bin number and all that, but it's, I, they're saying that you guys possibly have my wrong date of... my birth, uh, date wrong in your system 'cause it's not matching my date of birth.

Speaker speaker_0: Oh, okay. Um, what is the name of your employer?

Speaker speaker_1: HG Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9530.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: James Kelly.

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

Speaker speaker_1: Actually, it's 380 Halls Mill Road, Shelbyville, Tennessee. Uh, it's three... 31760, date of birth 10/7/74.

Speaker speaker_0: Okay. Yeah, looks like we had just like a generic date of birth in here.

Speaker speaker_1: Oh, well.

Speaker speaker_0: So you said it's 10/7/74?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Phone number 260-33... 330-1073?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be mkelly2748... 483@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, are they able to still like run your information and get you the prescription?

Speaker speaker_1: Yeah, I believe so. They were just... the, the date of birth on my, on the en- on your guys' end wasn't matching my actual date of birth. So the insurance kept denying it because the bi-... date of birth didn't match.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: But since, since you've changed it in the system, I, I don't know if that's a... if that's an instant change or if-

Speaker speaker_0: No.

Speaker speaker_1: ... that's something that's gonna...

Speaker speaker_0: Yeah, that's the reason why I was asking if, if they're still able to fill the prescription for you 'cause it... to my knowledge, it takes about 24 to 48 business hours for it to be updated.

Speaker speaker_1: All right.

Speaker speaker_0: Um, I can go ahead and give you the date of birth we have and see if they can enter it in or I, I don't know.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and then I'll definitely go ahead and get the carriers up to date with your correct date of birth, but it can take about 24 to 48 business hours to get that updated.

Speaker speaker_1: Okay. And w- what's the date of birth they have on file?

Speaker speaker_0: Um, it would've been January 1st, 1980.

Speaker speaker_1: Oh, wow. That's really generic.

Speaker speaker_0: Yes.

Speaker speaker_1: Well, I'll see if they... if they, um... if they can run it like that with that... since that's in the system that way, and then I guess next month we'll find out if it's... if it's different.

Speaker speaker_0: Yeah, I'll follow up with you as well once I get word back that, uh, the prescription, like Pharmavale has been updated with your date of birth.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now if it's something that they... i- if it's something that, you know, for whatever reason that you can't pick up your medications, um, because of it, I know that if you decide you... if it's a medication you need right away, you can pay out of pocket for it and then reach out to Pharmavale, um, later on to submit like a... like a reimbursement claim.

Speaker speaker_1: O- okay.

Speaker speaker_0: I don't know. So if you ... if it's something like that.

Speaker speaker_1: But see, I, I was... yeah. I was... it's something I have to have and I either take it or I die kind of thing. But, um, I have like a... like, um, like, a good Rx card that's typically on file. So and I don't know if it's gonna be any cheaper with Pharmavale or if it's gonna be, you know, cheaper with the u- the generic insurance I've been using.

Speaker speaker_0: Gotcha. Yeah. I was just gonna say, if it's something that they can just put in the date of birth that we have on file and, you know, that would be one way. If they can't do anything about it until it's been updated with Pharmavale, then I would just s- suggest maybe try and picking up that medication maybe tomorrow or the following day, or you can pay out of pocket for it and then reach out to Pharmavale and see if they can reimburse you.

Speaker speaker_1: Okay. All righty. We'll-

Speaker speaker_0: And either way-

Speaker speaker_1: ... try that. I appreciate ya.

Speaker speaker_0: Yes, sir. Either way-

Speaker speaker_1: So-

Speaker speaker_0: ... I'm gonna go ahead and get all the carriers up to date with your correct date of birth, and then I will give you a call back once that's been completed.

Speaker speaker_1: All righty. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Um, bye-bye.