

## Transcript: VICTORIA

**Taylor-6015391282413568-4640653754679296**

### Full Transcript

Thank you for calling the Benefits on a Card, this is how can I help you? My name is Lewis Johnson. I j- I just spoke with another lady who, uh, roughly about 15, 20 minutes ago about my, uh, uh, my ins- my insurance. Um, I come in to get my medicine and the pharmacist called over and they're, he was told that it's, it's not showing active. Okay. Uh, what's the name that you- Lewis Johnson. Okay. What's the name of the agency you work for? Uh, Surge Staffing. Okay, let me pull up your file. And the last four of your Social? 5108. Okay. And do you mind verifying your address and date of birth? 5521 County Road 121, Fort Payne, Alabama, 35968. 5/15/73. And then phone number is 256-706-1180? Yes. And then email is mtlew1972@gmail.com? Correct. Okay. Now, do you have your ID card for the medical? Yeah. She s- she sent it to me, uh, through email. Okay. And the pharmacy is stating that the coverage is not active on their end? N- n- n- no, no. Uh, he, there was something that, uh, I think he said the ID wasn't showing u- isn't showing up on the card, so he called in to, to g- find out what the ID number is, and whoever he was on the phone with told him that it's not showi- that it's showing that it's not active. So he- Okay, so I need to know who he spoke with, because I don't see- That's, that's... Okay, let me- I don't see any notes that he called us. L- let me go back inside here and, and, and- Okay, that's fine. ... see, 'cause, 'cause, yeah, I, I was like, "I just got off the phone with him." You know, so, uh, h- even on the card it's showing that it was a- active at 3/31, but... Let me, uh- Okay, take your time. ... step in here and see, see, see what he can tell us. Do you remember who it was you talked to? I called that insurance company. Well, um, I mean, do you remember the name that they gave you? Like- Are they on the phone? Yeah. Put them on speaker. It is. Hi, can you hear me? Yes, sir. I can hear you. All right, so make this claim go. I went, I called, wasn't it when you come in two days ago? Yesterday? Oh, you came in last week, okay. So his card's showing active, so I called the pharmacy benefits plan and they looked him up, looked up his ID number. I told them, I said, "It says March 31st it was active." They said, "It's not showing active coverage." And I was like, "The card says 3/31." They said, "Well, it's not." So anyways, can you make this baby go? Okay. First of all, who did you call? Like, what is the name of the company? I called... It's the... Well, hold on. Did you call the pharmacy help desk that's listed on- Yes, the pharmacy help. ... your card? Yes. Yes. Okay. So I'm assuming you spoke with someone at Phar■■■Aville and that's who told you that the coverage- Yes. ... is not showing active? That is correct. Okay. Now, when did you call them? When was this? Uh, 10 minutes ago. 10 minutes ago. Okay. Um, what I'm gonna have to do, I just wanted to verify that I knew, uh, I had all the correct information. Mm-hmm. What I'm gonna do on my end is escalate this so that we can try and get PharmaVille up to date with his coverage because we're the administrators and his coverage is showing active. So- Yeah, that's what I told them. The card says 3/31, so, uh, so you're going to... I'll actually talk to him and then y'all can work it out and

maybe you can- Okay. ... do you think you can escalate it to where we can get it today? Uh, I can't guarantee that it's gonna be fixed today. I can do everything in my power to try and get a response as soon as possible, but any type of escalation can take about 24 to 48 hours for a follow-up. Okay. Okay. Sounds good. All right. All righty, Mr. Lewis, are you still there? Yes. Okay. So I have all the information that I need. I'm going to go ahead and escalate this and see what we can do about getting PharmaVille up to date with your coverage. Okay. Um, now I was telling him that I can do everything that I can to try and give you a follow-up call today, but any type of escalation can take about 24 to 48 business hours. Right. So as soon as I get a message that it's been u- updated and you should be good to go, I'll call you back from there, okay? Oh, yeah. It's just, uh, let you know I, uh, I'm type two diabetic and I've been out of my diabetes medicine going on two weeks now, so I need to try to r- ramp this up as- as soon as possible so I can get that medicine. Okay. I understand. Well, I will do everything I can to get a, a s- a answer back today and, um, I will give you a call back, okay? All right. That'll work for me. Appreciate it. Yes, sir. You have a wonderful day. Uh, you too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling the Benefits on a Card, this is how can I help you?

Speaker speaker\_1: My name is Lewis Johnson. I j- I just spoke with another lady who, uh, roughly about 15, 20 minutes ago about my, uh, uh, my ins- my insurance. Um, I come in to get my medicine and the pharmacist called over and they're, he was told that it's, it's not showing active.

Speaker speaker\_0: Okay. Uh, what's the name that you-

Speaker speaker\_1: Lewis Johnson.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: Okay, let me pull up your file. And the last four of your Social?

Speaker speaker\_1: 5108.

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: 5521 County Road 121, Fort Payne, Alabama, 35968. 5/15/73.

Speaker speaker\_0: And then phone number is 256-706-1180?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is mtlew1972@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Now, do you have your ID card for the medical?

Speaker speaker\_1: Yeah. She s- she sent it to me, uh, through email.

Speaker speaker\_0: Okay. And the pharmacy is stating that the coverage is not active on their end?

Speaker speaker\_1: N- n- n- no, no. Uh, he, there was something that, uh, I think he said the ID wasn't showing u- isn't showing up on the card, so he called in to, to g- find out what the ID number is, and whoever he was on the phone with told him that it's not showi- that it's showing that it's not active. So he-

Speaker speaker\_0: Okay, so I need to know who he spoke with, because I don't see-

Speaker speaker\_1: That's, that's... Okay, let me-

Speaker speaker\_0: I don't see any notes that he called us.

Speaker speaker\_1: L- let me go back inside here and, and, and-

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: ... see, 'cause, 'cause, yeah, I, I was like, "I just got off the phone with him." You know, so, uh, h- even on the card it's showing that it was a- active at 3/31, but... Let me, uh-

Speaker speaker\_0: Okay, take your time.

Speaker speaker\_1: ... step in here and see, see, see what he can tell us. Do you remember who it was you talked to?

Speaker speaker\_2: I called that insurance company.

Speaker speaker\_1: Well, um, I mean, do you remember the name that they gave you? Like-

Speaker speaker\_2: Are they on the phone?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Put them on speaker.

Speaker speaker\_1: It is. Hi, can you hear me?

Speaker speaker\_0: Yes, sir. I can hear you.

Speaker speaker\_1: All right, so make this claim go. I went, I called, wasn't it when you come in two days ago? Yesterday? Oh, you came in last week, okay. So his card's showing active, so I called the pharmacy benefits plan and they looked him up, looked up his ID number. I told them, I said, "It says March 31st it was active." They said, "It's not showing active coverage." And I was like, "The card says 3/31." They said, "Well, it's not." So anyways, can you make this baby go?

Speaker speaker\_0: Okay. First of all, who did you call? Like, what is the name of the company?

Speaker speaker\_1: I called... It's the... Well, hold on.

Speaker speaker\_0: Did you call the pharmacy help desk that's listed on-

Speaker speaker\_1: Yes, the pharmacy help.

Speaker speaker\_0: ... your card?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: Okay. So I'm assuming you spoke with someone at Phar■■Aville and that's who told you that the coverage-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... is not showing active?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. Now, when did you call them? When was this?

Speaker speaker\_1: Uh, 10 minutes ago. 10 minutes ago.

Speaker speaker\_0: Okay. Um, what I'm gonna have to do, I just wanted to verify that I knew, uh, I had all the correct information.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What I'm gonna do on my end is escalate this so that we can try and get PharmaVille up to date with his coverage because we're the administrators and his coverage is showing active. So-

Speaker speaker\_1: Yeah, that's what I told them. The card says 3/31, so, uh, so you're going to... I'll actually talk to him and then y'all can work it out and maybe you can-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... do you think you can escalate it to where we can get it today?

Speaker speaker\_0: Uh, I can't guarantee that it's gonna be fixed today. I can do everything in my power to try and get a response as soon as possible, but any type of escalation can take about 24 to 48 hours for a follow-up.

Speaker speaker\_1: Okay. Okay. Sounds good. All right.

Speaker speaker\_0: All righty, Mr. Lewis, are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I have all the information that I need. I'm going to go ahead and escalate this and see what we can do about getting PharmaVille up to date with your coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, now I was telling him that I can do everything that I can to try and give you a follow-up call today, but any type of escalation can take about 24 to 48 business hours.

Speaker speaker\_1: Right.

Speaker speaker\_0: So as soon as I get a message that it's been u- updated and you should be good to go, I'll call you back from there, okay?

Speaker speaker\_1: Oh, yeah. It's just, uh, let you know I, uh, I'm type two diabetic and I've been out of my diabetes medicine going on two weeks now, so I need to try to r- ramp this up as- as soon as possible so I can get that medicine.

Speaker speaker\_0: Okay. I understand. Well, I will do everything I can to get a, a s- a answer back today and, um, I will give you a call back, okay?

Speaker speaker\_1: All right. That'll work for me. Appreciate it.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: Uh, you too.

Speaker speaker\_0: Thank you. Bye-bye.