

Transcript: Chris Sofield

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Full Transcript

Pharmacy and member help desk. Your call may be monitored or recorded for quality assurance purposes. This call may be monitored or recorded for quality and training purposes. If this is a medical emergency, please dial 911. Please listen closely as our menu options have changed. Para español, marque numero cinco. If you are a member, please press one. If you are calling from a pharmacy, please press two. If you are calling for a prior authorization or from a prescriber's office, please press three. If you are a broker, employer, or client, please press four. Please hold for the next available agent. Please hold for the next available agent. Thank you for calling. My name is Shawn. How can I help you? Hi, Shawn. My name is Chris. I'm with Benefits and a Card. How are you doing today? Fine. How are you? I'm doing well, thank you. I'm calling, uh, regarding a mutual member of ours. Um, I was, uh, she was trying to use her prescription coverage last night, and was told that her coverage is not effective. Um, however, per everything that we see here, her coverage should have been effective at the time. Uh, so I was just calling to see if there was any way that you might be able to assist me with just confirming her coverage. Uh, sure. I can confirm her coverage. That's not a problem. Chris, uh, I'm sorry. Who did you say you are with again? Uh, Benefits in a Card. Benefits in a Card? Okay. Okay. And the first initial to your last name? S as in Sam. All right. And your title? Uh, my title? Uh, customer service team lead. Okay. Got it. Thank you. All right. All right. And for your verification, could I please have the member's ID number? Uh, yeah, one moment. Let me get that pulled up. I just have that, and you screened that. I have that on timed out for security purposes. Let me get back to it. Take your time. Um, okay. All right. While that's doing that... Okay. All right. And... Okay. Okay, one moment. Mm-hmm. And now, um, this, her coverage is w- is part of her hospital indemnity policy through American Public Life. Would it be that policy number or is there a specific policy number for the PharmaVail coverage as well? Uh, it might be the PharmaVail. Okay. 'Cause the only num- the only ID number I'm gonna have- Um- ... is for the, the indemnity policy. I have like the BIN, the group- Mm-hmm. ... the PCN and all of that. I just don't have like- Okay. ... a specific pharmacy ID. You know what? Let's grab the... Well, let's grab her date of birth. Her date of birth is 10/13/1982. 13 of '82. And how do you spell her last name? Gamino, G-A-M-I-N-O. G-A-M-I-N-A-O? Uh, just I-N-O. Okay, I-N-O. All right. And give me one moment please. 1982. Let's see. Gamino. Okay. All right, and could you confirm the member's first name as well as their address? Uh, yeah. First name is Kimberly. Mm-hmm. And address is 324 Center Street in Mayfield, Kentucky 42066. That is correct. Okay. And you said that the pharmacy told her she had no active coverage? Uh, correct. She was, uh, she attempted to use this, I believe she said at a Walmart pharmacy last night. And she was told that she had no coverage at that time. Okay. So... Hmm. No. I see active coverage as in 2/3 of this year, so February 3rd of 2025. Let me... Yeah, 'cause I see that there was a, there was a lapsed week

before. The- then there have been a couple of lapses most likely due to like holidays and she wasn't getting paid to, to get the insurance premiums paid or anything like that. Mm-hmm. But far, as far as I can tell for right now- Mm-hmm. ... or at least as, as good as last night, there shouldn't have been any issues. So none- Right. ... after-She did have active coverage as of last night, but I don't see any claims. So, I would... I would hazard a guess and just something that I've noticed, pharmacies are going to drop that D. She has a D at the beginning of her ID number. Um- Right. ... the letter D, and they're going to drop it. They can't drop it. They have to actually have that in there. So, um... And not only that, nothing comes up. So, I'm thinking they didn't... they may not have had any of the correct billing information because nothing came up at all. Right. Either- either that or they just didn't even properly look at it, which is also possible. Um. Can, can you confirm something for me real quick? Uh, just so we're aware of this, because I don't think we've ever gotten a concrete answer on this. Is, um... Is the f- the pharmacy ID number... Well, let... 'Cause, uh... Actually, let me, let me get this. What's the last four numbers of the pharmacy ID number for, for Ms. Gamino? That'll let me know if this is something... If, if this actually is the same as the indemnity policy or if it's something completely different. 2743. 2743. Yeah, no, that is completely different. Okay. Um... Let me... Actually, there may be something else going on with that. One moment. I just want to check something real quick. If... Just bear with me. I do want to... I, I, I just want to make sure that, like, in the future, if we do need to call you guys to verify this line of information- Mm-hmm. ... we have what you're looking for. Right. Well, you, you had the... You had everything but the ID number, and we can take date of birth, name and address as well. Okay, okay. All right. Yeah. So, either way we can... As long as we have that information we can, we can move forward. Mm-hmm. Mm-hmm. Okay. I... Like I said, I just wanted to confirm. All right then. And I'm sorry, what was your name again, ma'am? My name is Shawn. Shawn. Okay. Mm-hmm. All right, Shawn. So yeah, thank you so much, Shawn, for just confirming that her coverage is active. Um, I'll go ahead and reach back out to her and- Okay. ... let her know that, that there, there is no issue with her pharmacy coverage, and there may have just been some, some more work that, that the pharmacy needed to do on their side to confirm everything. Oh, sure thing. Not a problem. Oh, um, of course, I forgot to get your callback number. I'm sorry. Uh, unfortunately, I don't have a direct line like that. Mm-hmm. Um, so the best number I've got is our, our customer service number 800- Mm-hmm. Mm-hmm. ... 497- 497... 4856. 4856. Okay. All right. That's good enough for me. Thank you. You're welcome. And real quick, I do want to confirm one last thing you said. You said the last four of her... uh, of her pharmacy ID was 2743? Mm-hmm. That's 7433. Yeah. Okay. So, I know exactly where to get that information on our side as well, if in... in case it's ever needed now, uh, because I was able to confirm what, what that corresponds to on our side. Awesome. Okay. Thank you so much, Shawn. You have a wonderful night. All right. You as well. Bye-bye. All right. Bye now.

Conversation Format

Speaker speaker_0: Pharmacy and member help desk.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: This call may be monitored or recorded for quality and training purposes. If this is a medical emergency, please dial 911. Please listen closely as our menu options have changed.

Speaker speaker_2: Para español, marque numero cinco.

Speaker speaker_0: If you are a member, please press one. If you are calling from a pharmacy, please press two. If you are calling for a prior authorization or from a prescriber's office, please press three. If you are a broker, employer, or client, please press four. Please hold for the next available agent. Please hold for the next available agent.

Speaker speaker_3: Thank you for calling. My name is Shawn. How can I help you?

Speaker speaker_2: Hi, Shawn. My name is Chris. I'm with Benefits and a Card. How are you doing today?

Speaker speaker_3: Fine. How are you?

Speaker speaker_2: I'm doing well, thank you. I'm calling, uh, regarding a mutual member of ours. Um, I was, uh, she was trying to use her prescription coverage last night, and was told that her coverage is not effective. Um, however, per everything that we see here, her coverage should have been effective at the time. Uh, so I was just calling to see if there was any way that you might be able to assist me with just confirming her coverage.

Speaker speaker_3: Uh, sure. I can confirm her coverage. That's not a problem. Chris, uh, I'm sorry. Who did you say you are with again?

Speaker speaker_2: Uh, Benefits in a Card.

Speaker speaker_3: Benefits in a Card? Okay. Okay. And the first initial to your last name?

Speaker speaker_2: S as in Sam.

Speaker speaker_3: All right. And your title?

Speaker speaker_2: Uh, my title? Uh, customer service team lead.

Speaker speaker_3: Okay. Got it. Thank you. All right. All right. And for your verification, could I please have the member's ID number?

Speaker speaker_2: Uh, yeah, one moment. Let me get that pulled up. I just have that, and you screened that. I have that on timed out for security purposes. Let me get back to it.

Speaker speaker_3: Take your time. Um, okay. All right. While that's doing that... Okay. All right. And...

Speaker speaker_2: Okay. Okay, one moment.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: And now, um, this, her coverage is w- is part of her hospital indemnity policy through American Public Life. Would it be that policy number or is there a specific policy number for the PharmaVail coverage as well?

Speaker speaker_3: Uh, it might be the PharmaVail.

Speaker speaker_2: Okay. 'Cause the only num- the only ID number I'm gonna have-

Speaker speaker_3: Um-

Speaker speaker_2: ... is for the, the indemnity policy. I have like the BIN, the group-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... the PCN and all of that. I just don't have like-

Speaker speaker_3: Okay.

Speaker speaker_2: ... a specific pharmacy ID.

Speaker speaker_3: You know what? Let's grab the... Well, let's grab her date of birth.

Speaker speaker_2: Her date of birth is 10/13/1982.

Speaker speaker_3: 13 of '82. And how do you spell her last name?

Speaker speaker_2: Gamino, G-A-M-I-N-O.

Speaker speaker_3: G-A-M-I-N-A-O?

Speaker speaker_2: Uh, just I-N-O.

Speaker speaker_3: Okay, I-N-O. All right. And give me one moment please. 1982. Let's see. Gamino. Okay. All right, and could you confirm the member's first name as well as their address?

Speaker speaker_2: Uh, yeah. First name is Kimberly.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: And address is 324 Center Street in Mayfield, Kentucky 42066.

Speaker speaker_3: That is correct. Okay. And you said that the pharmacy told her she had no active coverage?

Speaker speaker_2: Uh, correct. She was, uh, she attempted to use this, I believe she said at a Walmart pharmacy last night. And she was told that she had no coverage at that time.

Speaker speaker_3: Okay. So... Hmm. No. I see active coverage as in 2/3 of this year, so February 3rd of 2025. Let me...

Speaker speaker_2: Yeah, 'cause I see that there was a, there was a lapsed week before. The- then there have been a couple of lapses most likely due to like holidays and she wasn't getting paid to, to get the insurance premiums paid or anything like that.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: But far, as far as I can tell for right now-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... or at least as, as good as last night, there shouldn't have been any issues. So none-

Speaker speaker_3: Right.

Speaker speaker_2: ... after-

Speaker speaker_3: She did have active coverage as of last night, but I don't see any claims. So, I would... I would hazard a guess and just something that I've noticed, pharmacies are going to drop that D. She has a D at the beginning of her ID number. Um-

Speaker speaker_2: Right.

Speaker speaker_3: ... the letter D, and they're going to drop it. They can't drop it. They have to actually have that in there. So, um... And not only that, nothing comes up. So, I'm thinking they didn't... they may not have had any of the correct billing information because nothing came up at all.

Speaker speaker_2: Right. Either- either that or they just didn't even properly look at it, which is also possible. Um. Can, can you confirm something for me real quick? Uh, just so we're aware of this, because I don't think we've ever gotten a concrete answer on this. Is, um... Is the f- the pharmacy ID number... Well, let... 'Cause, uh... Actually, let me, let me get this. What's the last four numbers of the pharmacy ID number for, for Ms. Gamino? That'll let me know if this is something... If, if this actually is the same as the indemnity policy or if it's something completely different.

Speaker speaker_3: 2743.

Speaker speaker_2: 2743. Yeah, no, that is completely different. Okay. Um... Let me... Actually, there may be something else going on with that. One moment. I just want to check something real quick. If... Just bear with me. I do want to... I, I, I just want to make sure that, like, in the future, if we do need to call you guys to verify this line of information-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... we have what you're looking for.

Speaker speaker_3: Right. Well, you, you had the... You had everything but the ID number, and we can take date of birth, name and address as well.

Speaker speaker_2: Okay, okay. All right.

Speaker speaker_3: Yeah.

Speaker speaker_2: So, either way we can... As long as we have that information we can, we can move forward.

Speaker speaker_3: Mm-hmm. Mm-hmm.

Speaker speaker_2: Okay. I... Like I said, I just wanted to confirm. All right then. And I'm sorry, what was your name again, ma'am?

Speaker speaker_3: My name is Shawn.

Speaker speaker_2: Shawn. Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: All right, Shawn. So yeah, thank you so much, Shawn, for just confirming that her coverage is active. Um, I'll go ahead and reach back out to her and-

Speaker speaker_3: Okay.

Speaker speaker_2: ... let her know that, that there, there is no issue with her pharmacy coverage, and there may have just been some, some more work that, that the pharmacy needed to do on their side to confirm everything.

Speaker speaker_3: Oh, sure thing. Not a problem. Oh, um, of course, I forgot to get your callback number. I'm sorry.

Speaker speaker_2: Uh, unfortunately, I don't have a direct line like that.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Um, so the best number I've got is our, our customer service number 800-

Speaker speaker_3: Mm-hmm. Mm-hmm.

Speaker speaker_2: ... 497-

Speaker speaker_3: 497...

Speaker speaker_2: 4856.

Speaker speaker_3: 4856. Okay. All right. That's good enough for me. Thank you.

Speaker speaker_2: You're welcome. And real quick, I do want to confirm one last thing you said. You said the last four of her... uh, of her pharmacy ID was 2743?

Speaker speaker_3: Mm-hmm. That's 7433. Yeah.

Speaker speaker_2: Okay. So, I know exactly where to get that information on our side as well, if in... in case it's ever needed now, uh, because I was able to con- confirm what, what that corresponds to on our side. Awesome.

Speaker speaker_3: Okay.

Speaker speaker_2: Thank you so much, Shawn. You have a wonderful night.

Speaker speaker_3: All right. You as well. Bye-bye.

Speaker speaker_2: All right. Bye now.