

Transcript: Estefania

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Full Transcript

Thank you for calling- Hello. ... Business Parts. My name is Stephanie. How can I assist you? Hi. Um, I, I need to, um, get some information, if I may, and if you need to speak with my son, he's here. Um, he's, uh, he works through Workforce, um, our resource, and he's trying to find out what the insurance is because he needs to get medications, uh, from the pharmacy. So, um, resource told, gave us this number and said that we could contact y'all concerning that issue. Yes. So I do need to speak to him due to the fact that he's the policy holder. Okay. All right. He's right here. Her- hear me. Hello? Hey. Um, you say that you work for the resource company? Yeah. And I have active benefits, but I need to see if I have health insurance too. Okay. Yeah. I can check to see active coverage. Um, I just need the last four of your Social. It is, uh, 6425. Okay. Thank you. And then your first and last name? Nicholas Lilly. Okay. For security purposes, can you verify your address and date of birth? It is 3580 Roundhill Road, Boonville, North Carolina and my date of birth is 12/11/1994. Thank you. Do you still have the same number of 336-79-9015? Yes, ma'am. I have your last name, the name nick021@gmail.com. Is that up to date? Yeah. lillynick021 ya- @gmail.com. Yep. Yes, sir. Okay. So yeah, it looks like you have dental, vision, VIP Classic, which is your medical plan and behavioral health. Um, so with your VIP Classic, you do get prescription benefits through PharmaBill. Um, did you ever get your card to your email? Um, no. I never got the card through the email for the medical, but I got the cards for the vision and the dental. Yeah. So you- I never got the medical benefit card. Yeah. You won't... Um, usually for the VIP Classic, they normally don't n- don't send that one out to you. You do have to request it once you became active. So if you do want a physical one, I can go ahead and put a request for the carrier to send it out to you. But normally that would be something that you would r- request, which I can do already. Um, can you just email me the card? And then- Yeah. Um, did you still want me to request it though? 'Cause I can email it to you right now, but I don't know if you want a physical one. Um, a physical one too would be fine. Okay. Um, give me one second while I email that to you. Is that email on file- All right. ... a good email to, to send it to? Uh, yeah. The lillynick021@gmail.com. Yes, sir. Okay. I'm going to go ahead and send you that. I'm going to put you on a brief hold while I get those cards ready. Okay. Thank you. Man, I was gonna tell you the pharmacy's information will be on that card as well. Okay. Like, and I use CVS as a pharmacy to pick up my medication. It still works there too, right? Yeah. That's fine. I would... Yes, sir. I would just call the number that's gonna be on that card. Okay. Okay. But I'll be right back, let me go ahead and send that. All right. Oh, man. This is a nice safe house, man. I've never seen anything like it. . Yeah. all that. Right. Yeah, 'cause they took all that from me. Yep. Right. I need to know I'm not sad or something. Right. Hey. Hey. Hey. Hey. Hey. Okay. I went ahead and emailed that card to you. Can you verify that you received it? Okay, hold on one second. Yep, I did. Okay, and then I would just call that number for the

pharmacy. And it says on that card as well. Okay. The pharmacy number. It says that there's an... It says there's a PDF, but- Yeah, so that's the card. I don't see the PDF. Oh yeah, I found it, okay. All right. Yeah, I have it. All right. And then your policy number and that per-information is on that card. Okay. Okay? All righty. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: Hello.

Speaker speaker_0: ... Business Parts. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I, I need to, um, get some information, if I may, and if you need to speak with my son, he's here. Um, he's, uh, he works through Workforce, um, our resource, and he's trying to find out what the insurance is because he needs to get medications, uh, from the pharmacy. So, um, resource told, gave us this number and said that we could contact y'all concerning that issue.

Speaker speaker_0: Yes. So I do need to speak to him due to the fact that he's the policy holder.

Speaker speaker_1: Okay. All right. He's right here. Her- hear me.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey. Um, you say that you work for the resource company?

Speaker speaker_2: Yeah. And I have active benefits, but I need to see if I have health insurance too.

Speaker speaker_0: Okay. Yeah. I can check to see active coverage. Um, I just need the last four of your Social.

Speaker speaker_2: It is, uh, 6425.

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

Speaker speaker_2: Nicholas Lilly.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_2: It is 3580 Roundhill Road, Boonville, North Carolina and my date of birth is 12/11/1994.

Speaker speaker_0: Thank you. Do you still have the same number of 336-79-9015?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: I have your last name, the name nick021@gmail.com. Is that up to date?

Speaker speaker_2: Yeah. lillynick021 ya- @gmail.com. Yep.

Speaker speaker_0: Yes, sir. Okay. So yeah, it looks like you have dental, vision, VIP Classic, which is your medical plan and behavioral health. Um, so with your VIP Classic, you do get prescription benefits through PharmaBill. Um, did you ever get your card to your email?

Speaker speaker_2: Um, no. I never got the card through the email for the medical, but I got the cards for the vision and the dental.

Speaker speaker_0: Yeah. So you-

Speaker speaker_2: I never got the medical benefit card.

Speaker speaker_0: Yeah. You won't... Um, usually for the VIP Classic, they normally don't n- don't send that one out to you. You do have to request it once you became active. So if you do want a physical one, I can go ahead and put a request for the carrier to send it out to you. But normally that would be something that you would r- request, which I can do already.

Speaker speaker_2: Um, can you just email me the card?

Speaker speaker_0: And then- Yeah. Um, did you still want me to request it though? 'Cause I can email it to you right now, but I don't know if you want a physical one.

Speaker speaker_2: Um, a physical one too would be fine.

Speaker speaker_0: Okay. Um, give me one second while I email that to you. Is that email on file-

Speaker speaker_2: All right.

Speaker speaker_0: ... a good email to, to send it to?

Speaker speaker_2: Uh, yeah. The lillynick021@gmail.com.

Speaker speaker_0: Yes, sir. Okay. I'm going to go ahead and send you that. I'm going to put you on a brief hold while I get those cards ready.

Speaker speaker_2: Okay.

Speaker speaker_0: Thank you. Man, I was gonna tell you the pharmacy's information will be on that card as well.

Speaker speaker_2: Okay. Like, and I use CVS as a pharmacy to pick up my medication. It still works there too, right?

Speaker speaker_0: Yeah. That's fine. I would... Yes, sir. I would just call the number that's gonna be on that card.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. But I'll be right back, let me go ahead and send that.

Speaker speaker_2: All right. Oh, man. This is a nice safe house, man. I've never seen anything like it.

Speaker speaker_3: . Yeah. all that.

Speaker speaker_4: Right.

Speaker speaker_3: Yeah, 'cause they took all that from me.

Speaker speaker_4: Yep. Right.

Speaker speaker_3: I need to know I'm not sad or something.

Speaker speaker_4: Right.

Speaker speaker_5: Hey. Hey. Hey. Hey. Hey. Hey.

Speaker speaker_0: Okay. I went ahead and emailed that card to you. Can you verify that you received it?

Speaker speaker_2: Okay, hold on one second. Yep, I did.

Speaker speaker_0: Okay, and then I would just call that number for the pharmacy. And it says on that card as well.

Speaker speaker_2: Okay.

Speaker speaker_0: The pharmacy number.

Speaker speaker_2: It says that there's an... It says there's a PDF, but-

Speaker speaker_0: Yeah, so that's the card.

Speaker speaker_2: I don't see the PDF. Oh yeah, I found it, okay. All right. Yeah, I have it.

Speaker speaker_0: All right. And then your policy number and that per- information is on that card.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay?

Speaker speaker_2: All righty. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.