

Transcript: Estefania

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Full Transcript

Hello? Your call is being recorded for quality assurance. Hey, good afternoon. I'm calling from Benefits and I'm calling on behalf of Mori Staffing Group. Um, I'm looking to speak with Felicia. Yeah, this is Felicia. Um, I'm calling because you called yesterday regarding issues with the- Yeah, about the... Yes. Yes, ma'am. So I was just calling because I finally got the email back from the main office and it looks like they reached out to the carrier and fixed that issue. So I was just calling to let you know. They fixed it? Yes, ma'am. Oh, thank God. All right. That's good. How are you? How are you? Like, was, was, was that, like, a problem before? Like, what was the problem? I'm not really sure. I hadn't reached out to the main office. Once I reached out to the main office, they handle it with the carriers. And I finally got that email back from them. Okay, that's good. Um, if I go to a pharmacy, you want the number they're supposed to use on there? So... Is it 0000? I would just give them... I believe so. I would just give them the card, if I'm honest. All right, yeah. I'll, I'll give them the card. Because that would be better. Yes, ma'am. And then don't forget, you have the VIP Classic and the MEC. Um, so you have, um, coverage through Medimpact and with Pharmaville. Okay. So you have your prescription benefits. Okay. Mm-hmm. Okay, thank you so much. And then if you have any questions... You're welcome. If you have any questions or anything like that, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay? Okay, thank you. Have a good night. You're welcome. Thank you. You too. Have a good weekend. Yeah.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call is being recorded for quality assurance.

Speaker speaker_0: Hey, good afternoon. I'm calling from Benefits and I'm calling on behalf of Mori Staffing Group. Um, I'm looking to speak with Felicia. Yeah, this is Felicia. Um, I'm calling because you called yesterday regarding issues with the- Yeah, about the... Yes. Yes, ma'am. So I was just calling because I finally got the email back from the main office and it looks like they reached out to the carrier and fixed that issue. So I was just calling to let you know. They fixed it? Yes, ma'am. Oh, thank God. All right. That's good. How are you? How are you?

Speaker speaker_2: Like, was, was, was that, like, a problem before? Like, what was the problem?

Speaker speaker_0: I'm not really sure. I hadn't reached out to the main office. Once I reached out to the main office, they handle it with the carriers. And I finally got that email back

from them.

Speaker speaker_2: Okay, that's good. Um, if I go to a pharmacy, you want the number they're supposed to use on there?

Speaker speaker_0: So...

Speaker speaker_2: Is it 0000?

Speaker speaker_0: I would just give them... I believe so. I would just give them the card, if I'm honest.

Speaker speaker_2: All right, yeah. I'll, I'll give them the card.

Speaker speaker_0: Because that would be better. Yes, ma'am. And then don't forget, you have the VIP Classic and the MEC. Um, so you have, um, coverage through Medimpact and with Pharmaville.

Speaker speaker_2: Okay.

Speaker speaker_0: So you have your prescription benefits.

Speaker speaker_2: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_0: And then if you have any questions... You're welcome. If you have any questions or anything like that, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay?

Speaker speaker_2: Okay, thank you. Have a good night.

Speaker speaker_0: You're welcome. Thank you. You too. Have a good weekend.

Speaker speaker_2: Yeah.