

Transcript: Estefania

Acevedo-6145130227875840-5778117353586688

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, my name is Felicia. Um, my staffing agency recently reached to Benefits in a Card. So, I called earlier to request for an e-insurance, but they haven't sent me the card. So, the e-insurance that the person sent me, I'm ex- I was trying to use it now, but not valid, I- I was told. Okay. What staffing agency do you work for? NOR, NOR Staffing, NOR, NOR Staffing Group. Okay. And then what are the last four of your Social? Um, 2002. Okay, thank you. Could you verify your address and date of birth for me? Uh, address, 1787 Boston Avenue, Bronx, New York, 10462. Um, date of birth is 10/03/2001. Is 917-939-6080 is this your phone number? Yes. Okay, let me see. Um, so it looks like you've been having active coverage for these plans since February the 3rd. You have this preventative plan, dental, term life, vision, and the VIP Classic. So you do have active coverage. Can you let me- But I just called the, I called the number on the fr- on the insurance card. They don't, they said they couldn't find me. Okay. Was it, for what plan though? The VIP? Uh, it says, it says MedilImpact on it. Pharmacy MedilImpact. Pharmaville? D- Did you call the pharmacy? The pharmacy. No, for the- Or did you call the carrier? I called the car- um, the carrier, is it? Yeah, I think so. The number that's on it. Yeah, but for what plan though? 'Cause, um, the, your dental is through APL. The MEC Standalone- Not dental. It is like the... So I'm gonna have to know from where you're calling. It's the prescription, the prescription, a prescription of pharmacy. Oh, so you have prescription benefits through Pharmaville and through Elexar. Um, for what plan was it though? Was it for your VIP Classic? I think Elexar. Elexar. Or for your preventative? Okay, so for your MEC? Elexar solution. Okay, give me one second because I'm not sure why they told you that if your coverage isn't active. Yeah, I called them so they could find me. 'Cause your, your coverage has been active since February the 3rd. Yeah, and, and, uh, once you send me, it does not have my ID on it. This is employee ID, not as a... All right, I, I don't know. Okay, 'cause I was the one who sent you that information. Oh, okay. Those would be the- those would be the same cards that they would have sent you in the mail. Yeah, but, okay. Those cards that I sent you are the same ones that you would have received. So those are your cards. Yeah, they told me they couldn't find it. Okay, give me one second. I'm gonna have to call them because that doesn't really make sense. Okay. Um, give me one second. I'm gonna put you in a brief hold. Okay. Okay, so since you are showing up as active, most likely I'm gonna have to send an email to the main office letting them know what you're being told. Because like I said, you've been having active coverage for all these plans since February the 3rd. Um, I just gotta make sure that it is... 'Cause in the email that I'm gonna send, I have to put exactly for what it was that you called. So it is for the MEC Standalone, right? The preventative plan? Which is the pharmacy's Elexar. If it's the VIP Classic, the pharmacy is going to be Pharma... Yeah, it's the Elexar that I called and it's not that. And then, and then, um, are you calling the

800-771-4648? 771-4648. Yes, that's what I called, yeah. Okay. So I'm gonna send them an email. It typically takes like 24 hours for them to reach back out to me. So I'm gonna send them an email saying that you contacted Elexar and that they told you that, um, that they couldn't find you in their system. Okay. Okay? All right, thank you. And then I'll be giving you a call back as well. Um, it'll probably be tomorrow that they answer, if I'm completely honest. But is that a good number to reach you back at, the 917- Yeah, as long as it stays with them as I'm at Rite Aid and I couldn't use the insurance. So, 'cause they couldn't find anything either so I'm not sure what's happening. But yeah, this is- I'm sorry, can you repeat that again? I couldn't really hear you. Oh, I said like, I was at a pharmacy and they couldn't use the insurance either. They said they couldn't find the ID or none of it was valid. So, but yeah, you can reach us at this number. Okay. Okay. I'll be sending them that email 'cause like I said, your coverage is active. So I'm not sure wh- why they're not able to find you. And let me just make sure that your name is spelled correctly and everything. It's F-E-L-I-C-I-A? Yes. And then I have last name O-M-O-Y-A? Moya. Yes. Okay. Yes, ma'am. So I'll be sending that email out. And then as soon as I get a response, I'll be con- contacting you. And if for some reason they don't answer- Okay. ... I'll leave you a voice message as well. All right, thank you so much. Thank you so much. You're welcome. Have a nice day. All right. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name is Felicia. Um, my staffing agency recently reached to Benefits in a Card. So, I called earlier to request for an e-insurance, but they haven't sent me the card. So, the e-insurance that the person sent me, I'm ex- I was trying to use it now, but not valid, I- I was told.

Speaker speaker_0: Okay. What staffing agency do you work for?

Speaker speaker_1: NOR, NOR Staffing, NOR, NOR Staffing Group.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: Um, 2002.

Speaker speaker_0: Okay, thank you. Could you verify your address and date of birth for me?

Speaker speaker_1: Uh, address, 1787 Boston Avenue, Bronx, New York, 10462. Um, date of birth is 10/03/2001.

Speaker speaker_0: Is 917-939-6080 is this your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let me see. Um, so it looks like you've been having active coverage for these plans since February the 3rd. You have this preventative plan, dental, term life, vision, and the VIP Classic. So you do have active coverage. Can you let me-

Speaker speaker_1: But I just called the, I called the number on the fr- on the insurance card. They don't, they said they couldn't find me.

Speaker speaker_0: Okay. Was it, for what plan though? The VIP?

Speaker speaker_1: Uh, it says, it says MedilImpact on it. Pharmacy MedilImpact.

Speaker speaker_0: Pharmaville? D- Did you call the pharmacy?

Speaker speaker_1: The pharmacy. No, for the-

Speaker speaker_0: Or did you call the carrier?

Speaker speaker_1: I called the car- um, the carrier, is it? Yeah, I think so. The number that's on it.

Speaker speaker_0: Yeah, but for what plan though? 'Cause, um, the, your dental is through APL. The MEC Standalone-

Speaker speaker_1: Not dental. It is like the...

Speaker speaker_0: So I'm gonna have to know from where you're calling.

Speaker speaker_1: It's the prescription, the prescription, a prescription of pharmacy.

Speaker speaker_0: Oh, so you have prescription benefits through Pharmaville and through Elexar. Um, for what plan was it though? Was it for your VIP Classic?

Speaker speaker_1: I think Elexar. Elexar.

Speaker speaker_0: Or for your preventative? Okay, so for your MEC?

Speaker speaker_1: Elexar solution.

Speaker speaker_0: Okay, give me one second because I'm not sure why they told you that if your coverage isn't active.

Speaker speaker_1: Yeah, I called them so they could find me.

Speaker speaker_0: 'Cause your, your coverage has been active since February the 3rd.

Speaker speaker_1: Yeah, and, and, uh, once you send me, it does not have my ID on it. This is employee ID, not as a... All right, I, I don't know.

Speaker speaker_0: Okay, 'cause I was the one who sent you that information.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Those would be the- those would be the same cards that they would have sent you in the mail.

Speaker speaker_1: Yeah, but, okay.

Speaker speaker_0: Those cards that I sent you are the same ones that you would have received. So those are your cards.

Speaker speaker_1: Yeah, they told me they couldn't find it.

Speaker speaker_0: Okay, give me one second. I'm gonna have to call them because that doesn't really make sense.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, give me one second. I'm gonna put you in a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so since you are showing up as active, most likely I'm gonna have to send an email to the main office letting them know what you're being told. Because like I said, you've been having active coverage for all these plans since February the 3rd. Um, I just gotta make sure that it is... 'Cause in the email that I'm gonna send, I have to put exactly for what it was that you called. So it is for the MEC Standalone, right? The preventative plan? Which is the pharmacy's Elexar. If it's the VIP Classic, the pharmacy is going to be Pharma...

Speaker speaker_1: Yeah, it's the Elexar that I called and it's not that.

Speaker speaker_0: And then, and then, um, are you calling the 800-771-4648?

Speaker speaker_1: 771-4648. Yes, that's what I called, yeah.

Speaker speaker_0: Okay. So I'm gonna send them an email. It typically takes like 24 hours for them to reach back out to me. So I'm gonna send them an email saying that you contacted Elexar and that they told you that, um, that they couldn't find you in their system.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: And then I'll be giving you a call back as well. Um, it'll probably be tomorrow that they answer, if I'm completely honest. But is that a good number to reach you back at, the 917-

Speaker speaker_2: Yeah, as long as it stays with them as I'm at Rite Aid and I couldn't use the insurance. So, 'cause they couldn't find anything either so I'm not sure what's happening. But yeah, this is-

Speaker speaker_0: I'm sorry, can you repeat that again? I couldn't really hear you.

Speaker speaker_1: Oh, I said like, I was at a pharmacy and they couldn't use the insurance either. They said they couldn't find the ID or none of it was valid. So, but yeah, you can reach us at this number.

Speaker speaker_0: Okay. Okay. I'll be sending them that email 'cause like I said, your coverage is active. So I'm not sure wh- why they're not able to find you. And let me just make sure that your name is spelled correctly and everything. It's F-E-L-I-C-I-A?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have last name O-M-O-Y-A?

Speaker speaker_1: Moya. Yes.

Speaker speaker_0: Okay. Yes, ma'am. So I'll be sending that email out. And then as soon as I get a response, I'll be con- contacting you. And if for some reason they don't answer-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'll leave you a voice message as well.

Speaker speaker_1: All right, thank you so much. Thank you so much.

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

Speaker speaker_1: All right. You too.