

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I just recently signed up with Benefits in a Card, and I was wondering how to access, like, my ID card so I can, um, give it to the pharmacy and stuff. Okay. Um, you said you need access to your card, right? Yeah, well, the ID... Yeah, I have... I don't know how to get access to it. They said they wouldn't send out a paper card, but it'd be in my email and I haven't found it in my email. Yeah, so you have to actually request those cards to be sent out to you. Um, did you ever request it or you haven't done that yet? I haven't done that, no. Okay. That's why. Um, but I can go ahead and send them to you. Do you have the name of your staffing agency? Yeah. It's ManCan. And what are the last four of your social? 2043. Okay. What are... What's your first and last name, please? Edward Hartman. Okay. For security purposes, can you verify your address and date of birth? Address is 613 Ridge Road, Apartment 301, Newton Falls, Ohio, 44444. Date of birth is 1/19/72. I have 234-855-7214 as your phone number. Is that up-to-date? Yes, ma'am. Okay. Hartman1... Hartman, the number one, and then one written out @gmail.com. So that's Hartman, the number 1, and then O-N-E @gmail.com. Good. Is that up-to-date? Yes. That's correct. That is... And then let me verify. Let me just make sure you're active already. You are. Okay, so it looks like you just became active last week. Mm-hmm. So you'll probably be getting your cards, your MEC card this week, which is your preventative card. For your VIP Classic Card, normally they don't mail that one out to you. So if you want, I can go ahead and put in a request for it so that you can get it. Yeah, that'd be great. And then I'm gonna go ahead and email that to the emails on file. Um, can I put you in a brief hold just so that I'm sure that you did receive it? Okay. Thank you. Mm-hmm. I'll be right back. All right. Okay, sir. I went ahead and emailed that to your email file. Um, can you please confirm that you received that for me? It should come from info@benefitsinacard.com. And it's gonna have your preventative card, which is the one that says 90 degrees and it has a lot of little cards on them. That one's preventative. And then your medical one, which is the one for, like, doctor visits, sick, urgent care, hospital visits. That one's gonna say APL. And then they- Okay. ... both have prescription benefits. I got an email... Oh, there it is. Okay. Mm-hmm. Um, yeah. I see... I have the attachments. Okay. And then I went ahead and requested, um, the physical medical card. So you should be getting that one a little later, which is for the, the one that says APL. The one for your urgent care and stuff like that, that one you're- Okay. ... gonna get later on. And the preventative one, which is like for a physical vaccine, STD, cancer screening, that one you're gonna get first. Okay. Mm-hmm. Um, just one other question. Um, like I need a prescription short or whatever, do I give them this card? Or do I sign- Yes. ... up for that, what... Oh, so I give them this card. Okay. I, I would give them that card and I was gonna ask you that for your NEC TeleRx plan, um, that one comes with a membership with FreeRx. Did you ever enroll... Well,

did you ever register in that? No. I don't believe I did. Did you... Okay. So you have, that's another thing when it comes to prescriptions also. So you get access to the top 90% generic drugs prescribed in the US. Some of those are free. Um, I don't have the list of the free ones, but if you search it up on the search bar, it'll tell you if it's free or not. Um, so if you want, I can go ahead and send you the registration steps to register because you, it comes with the NEC TeleRx, you just gotta register now. That'd, that'd be great. But if you want, I can go ahead and send you that. So you have with your VIP Classroom, which is the one that covers doctor visits, the sick. Your prescription benefits are through Pharmacoville and it's gonna say it on the card. And then when it comes to your preventative plan, which is the NEC TeleRx, that one is through Aleixar. That one's prescription benefits for your preventative prescriptions. And then since it comes with the, um, FreeRx membership, you just have to remember to actually register. And then that card you get virtually through the FreeRx website. Okay. That sounds good. Okay. Um, let me send that to you real quick also. Give me one second. Sure thing. So that I'm sure that you received that. And then it, the card, it is going to the e- the, the, um, address on file, right? Yeah. Mm-hmm. For the ZIP Code, it's... Is it four fours? One, two, three, four. One, two, three, four. Or is it five? It should be five 4s. Yeah. One, two, three, four. Okay. It should be five 4s. Yeah. All right, let me... One, two, three, four, five. Okay. So that's been requested and then let me send you your steps for your FreeRx. And then the contact is on there also. So all of it's in your card. The only thing that you would have to do is register for your FreeRx. And then- Sure thing. ... I went ahead and sent you that as well. Um, can you please confirm that you received it? Okay. Yes, ma'am. I just received it. All right. Did you need anything else from me? No, that's great. Thank... I'm good. Thank you. You're welcome. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern time. Okay then. Thank you. Have a nice day. You too. Thank you.

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. I just recently signed up with Benefits in a Card, and I was wondering how to access, like, my ID card so I can, um, give it to the pharmacy and stuff.

Speaker speaker_0: Okay. Um, you said you need access to your card, right?

Speaker speaker_1: Yeah, well, the ID... Yeah, I have... I don't know how to get access to it. They said they wouldn't send out a paper card, but it'd be in my email and I haven't found it in my email.

Speaker speaker_0: Yeah, so you have to actually request those cards to be sent out to you. Um, did you ever request it or you haven't done that yet?

Speaker speaker_1: I haven't done that, no.

Speaker speaker_0: Okay. That's why. Um, but I can go ahead and send them to you. Do you have the name of your staffing agency?

Speaker speaker_1: Yeah. It's ManCan.

Speaker speaker_0: And what are the last four of your social?

Speaker speaker_1: 2043.

Speaker speaker_0: Okay. What are... What's your first and last name, please?

Speaker speaker_1: Edward Hartman.

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

Speaker speaker_1: Address is 613 Ridge Road, Apartment 301, Newton Falls, Ohio, 44444. Date of birth is 1/19/72.

Speaker speaker_0: I have 234-855-7214 as your phone number. Is that up-to-date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Hartman1... Hartman, the number one, and then one written out @gmail.com. So that's Hartman, the number 1, and then O-N-E @gmail.com.

Speaker speaker_1: Good.

Speaker speaker_0: Is that up-to-date?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: That is... And then let me verify. Let me just make sure you're active already. You are. Okay, so it looks like you just became active last week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you'll probably be getting your cards, your MEC card this week, which is your preventative card. For your VIP Classic Card, normally they don't mail that one out to you. So if you want, I can go ahead and put in a request for it so that you can get it.

Speaker speaker_1: Yeah, that'd be great.

Speaker speaker_0: And then I'm gonna go ahead and email that to the emails on file. Um, can I put you in a brief hold just so that I'm sure that you did receive it?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Mm-hmm. I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, sir. I went ahead and emailed that to your email file. Um, can you please confirm that you received that for me? It should come from info@benefitsinacard.com. And it's gonna have your preventative card, which is the one that says 90 degrees and it has a lot of little cards on them. That one's preventative. And then your medical one, which is the one for, like, doctor visits, sick, urgent care, hospital visits. That one's gonna say APL. And

then they-

Speaker speaker_2: Okay.

Speaker speaker_0: ... both have prescription benefits.

Speaker speaker_2: I got an email... Oh, there it is. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Um, yeah. I see... I have the attachments.

Speaker speaker_0: Okay. And then I went ahead and requested, um, the physical medical card. So you should be get- getting that one a little later, which is for the, the one that says APL. The one for your urgent care and stuff like that, that one you're-

Speaker speaker_2: Okay.

Speaker speaker_0: ... gonna get later on. And the preventative one, which is like for a physical vaccine, STD, cancer screening, that one you're gonna get first.

Speaker speaker_2: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Um, just one other question. Um, like I need a prescription short or whatever, do I give them this card? Or do I sign-

Speaker speaker_0: Yes.

Speaker speaker_2: ... up for that, what... Oh, so I give them this card. Okay.

Speaker speaker_0: I, I would give them that card and I was gonna ask you that for your NEC TeleRx plan, um, that one comes with a membership with FreeRx. Did you ever enroll... Well, did you ever register in that?

Speaker speaker_2: No. I don't believe I did.

Speaker speaker_0: Did you... Okay. So you have, that's another thing when it comes to prescriptions also. So you get access to the top 90% generic drugs prescribed in the US. Some of those are free. Um, I don't have the list of the free ones, but if you search it up on the search bar, it'll tell you if it's free or not. Um, so if you want, I can go ahead and send you the registration steps to register because you, it comes with the NEC TeleRx, you just gotta register now.

Speaker speaker_2: That'd, that'd be great.

Speaker speaker_0: But if you want, I can go ahead and send you that. So you have with your VIP Classroom, which is the one that covers doctor visits, the sick. Your prescription benefits are through Pharmacoville and it's gonna say it on the card. And then when it comes to your preventative plan, which is the NEC TeleRx, that one is through Aleixar. That one's prescription benefits for your preventative prescriptions. And then since it comes with the, um, FreeRx membership, you just have to remember to actually register. And then that card you

get virtually through the FreeRx website.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_0: Okay. Um, let me send that to you real quick also. Give me one second.

Speaker speaker_2: Sure thing.

Speaker speaker_0: So that I'm sure that you received that. And then it, the card, it is going to the e- the, the, um, address on file, right?

Speaker speaker_2: Yeah. Mm-hmm.

Speaker speaker_0: For the ZIP Code, it's... Is it four fours? One, two, three, four. One, two, three, four. Or is it five?

Speaker speaker_2: It should be five 4s. Yeah.

Speaker speaker_0: One, two, three, four. Okay.

Speaker speaker_2: It should be five 4s. Yeah.

Speaker speaker_0: All right, let me... One, two, three, four, five. Okay. So that's been requested and then let me send you your steps for your FreeRx. And then the contact is on there also. So all of it's in your card. The only thing that you would have to do is register for your FreeRx. And then-

Speaker speaker_2: Sure thing.

Speaker speaker_0: ... I went ahead and sent you that as well. Um, can you please confirm that you received it?

Speaker speaker_2: Okay. Yes, ma'am. I just received it.

Speaker speaker_0: All right. Did you need anything else from me?

Speaker speaker_2: No, that's great. Thank... I'm good. Thank you.

Speaker speaker_0: You're welcome. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern time.

Speaker speaker_2: Okay then.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_2: You too. Thank you.