

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card, SkyHigh SSBC. Yes. My name is Sherralee Reed and I was calling about the card that I received in the mail for 90 degrees. So what I do it cover? I'll have to take a look and see which system that you're currently enrolled into, what staffing company do you work with? Heard. What are the last four of your social? 04587. What is the last name? Reed. And wait a minute, homeboy. Thanks for coming in here where you're not meant to see us and we're sure glad to see you. It looks like it's been a long time. Yeah. We try to give him a date and some hints and now he's never wanting to do it. Do you have any other last name aside from Reed? No, my name's Sherralee Reed. Did you really tell him where you had the phone? Yeah, we're saved, we're saved. We were ready to move on. Does it appear that way on the benefit card that you received? Please tell me- Yes. ... yes, yes, yes. We don't even know what your name is. Can you spell the last name, please? R-E-E-D. Well, it's not too great a name, but you always can change it. And you did say the last four of the social is 0987? I said 4587. Because I never want to see another human being again as long as I live, and particularly not a man. Yeah. Oh, come on, please. We're trying to help here. Please verify your mailing address and date of birth. They just don't know I exist. My date of birth was 5/28/1961. I mean, finally 10 days ago, I had my very first date, a blind date. You know, and- Okay, send us in the address, please. I don't even know how I got- 200 Knox Road by Hagood, Mississippi 38611. ... totally developed for. I did, oh, my, my. If I had known I would have gone five years earlier. We have the dust phone number down as the same one you called on, 901-520-5429? Yes. I really should have gotten some of that. And the email is down as reedshirley603@gmail.com? Yes. I'm never going back to them. Okay, so the enrollment you're currently on was just for your company's policy of auto-enrollment. That's a medical preventative care plan called MUC TeleRx. It will cover your preventative services like your annual physical, the preventative screenings for blood pressure or iron deficiency, the preventative immunizations such as your influenza, tetanus and varicella along with the preventative counseling of a healthy diet while avoiding any exposures from the sun, and preventative generic prescriptions such as statins, vitamins or FDA approved contraceptive methods. A plan does come with a virtual urgent care package as well as a free RX memberships for the prescriptions. And then it does also have a network requirement. Due to it being preventative only, services like hospital indemnity, which are doctor visits, the emergency room, urgent care or surgeries are not covered under the plan. ¿Qué fue que la quita? Yo no- Will my inhaler be covered? I'm sorry? Inhaler from my pharmacy at Walgreens on Goodman Road on So you'll have to go into the FreeRx website to specifically put in the name of that inhaler to see if it's covered under that or speak with the Elixir pharmacy department which is the carrier for the pharmacy plan attached to that medical plan you're on. Okay. Would you like me to give you the Elixir phone number or transfer you to them? Please.

Yeah, thank you. All right, it is 800- Like you said it's probably going to be too late. 771- Your biggest mistake was to let those boys take you. 800- They should have somebody come up there and take you to the hospital. 771. 771. 4648. 4648. It's 4648. Yeah, okay. 4648. All right. Thank you. Was there anything else we can assist you with today? That's it, thank you. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, SkyHigh SSBC.

Speaker speaker_1: Yes. My name is Sherralee Reed and I was calling about the card that I received in the mail for 90 degrees. So what I do it cover?

Speaker speaker_0: I'll have to take a look and see which system that you're currently enrolled into, what staffing company do you work with?

Speaker speaker_1: Heard.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 04587.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Reed.

Speaker speaker_3: And wait a minute, homeboy. Thanks for coming in here where you're not meant to see us and we're sure glad to see you. It looks like it's been a long time.

Speaker speaker_4: Yeah. We try to give him a date and some hints and now he's never wanting to do it.

Speaker speaker_0: Do you have any other last name aside from Reed?

Speaker speaker_1: No, my name's Sherralee Reed.

Speaker speaker_3: Did you really tell him where you had the phone? Yeah, we're saved, we're saved. We were ready to move on.

Speaker speaker_0: Does it appear that way on the benefit card that you received?

Speaker speaker_3: Please tell me-

Speaker speaker_1: Yes.

Speaker speaker_3: ... yes, yes, yes. We don't even know what your name is.

Speaker speaker_0: Can you spell the last name, please?

Speaker speaker_1: R-E-E-D.

Speaker speaker_3: Well, it's not too great a name, but you always can change it.

Speaker speaker_0: And you did say the last four of the social is 0987?

Speaker speaker_1: I said 4587.

Speaker speaker_4: Because I never want to see another human being again as long as I live, and particularly not a man.

Speaker speaker_3: Yeah. Oh, come on, please. We're trying to help here.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_4: They just don't know I exist.

Speaker speaker_1: My date of birth was 5/28/1961.

Speaker speaker_4: I mean, finally 10 days ago, I had my very first date, a blind date. You know, and-

Speaker speaker_0: Okay, send us in the address, please.

Speaker speaker_4: I don't even know how I got-

Speaker speaker_1: 200 Knox Road by Hagood, Mississippi 38611.

Speaker speaker_4: ... totally developed for.

Speaker speaker_3: I did, oh, my, my. If I had known I would have gone five years earlier.

Speaker speaker_0: We have the dust phone number down as the same one you called on, 901-520-5429?

Speaker speaker_1: Yes.

Speaker speaker_4: I really should have gotten some of that.

Speaker speaker_0: And the email is down as reedshirley603@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_4: I'm never going back to them.

Speaker speaker_0: Okay, so the enrollment you're currently on was just for your company's policy of auto-enrollment. That's a medical preventative care plan called MUC TeleRx. It will cover your preventative services like your annual physical, the preventative screenings for blood pressure or iron deficiency, the preventative immunizations such as your influenza, tetanus and varicella along with the preventative counseling of a healthy diet while avoiding any exposures from the sun, and preventative generic prescriptions such as statins, vitamins or FDA approved contraceptive methods. A plan does come with a virtual urgent care package as well as a free RX memberships for the prescriptions. And then it does also have a network requirement. Due to it being preventative only, services like hospital indemnity, which are doctor visits, the emergency room, urgent care or surgeries are not covered under the plan.

Speaker speaker_3: ¿Qué fue que la quita? Yo no-

Speaker speaker_1: Will my inhaler be covered?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Inhaler from my pharmacy at Walgreens on Goodman Road on

Speaker speaker_5: So you'll have to go into the FreeRx website to specifically put in the name of that inhaler to see if it's covered under that or speak with the Elixir pharmacy department which is the carrier for the pharmacy plan attached to that medical plan you're on.

Speaker speaker_1: Okay.

Speaker speaker_5: Would you like me to give you the Elixir phone number or transfer you to them?

Speaker speaker_1: Please. Yeah, thank you.

Speaker speaker_5: All right, it is 800-

Speaker speaker_3: Like you said it's probably going to be too late.

Speaker speaker_5: 771-

Speaker speaker_3: Your biggest mistake was to let those boys take you.

Speaker speaker_1: 800-

Speaker speaker_3: They should have somebody come up there and take you to the hospital.

Speaker speaker_0: 771.

Speaker speaker_1: 771.

Speaker speaker_0: 4648.

Speaker speaker_1: 4648.

Speaker speaker_3: It's 4648.

Speaker speaker_1: Yeah, okay.

Speaker speaker_5: 4648.

Speaker speaker_1: All right. Thank you.

Speaker speaker_5: Was there anything else we can assist you with today?

Speaker speaker_1: That's it, thank you.

Speaker speaker_5: Okay.