

Transcript: Justin

Mills-4561904991911936-4569171069943808

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Uh, I just got a, a couple questions about my, uh, medical, uh, benefits that I got through Surge. Okay. So Surge Staffing. What's the last four of your social? Um, 0315. And your first and last name? Ian Walker. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Ian? Uh, yeah. That's, um... Where is it? Let me go to the sheet. Um, 2181 Bloomfield Road, Cambridge, Ohio 43725. And confirm your date of birth. 10-27-1987. And a good telephone number has a 740-432-9642. Uh, no. That's, uh, 513-8832. And just to confirm, 513-266-8832? Correct. And the email has walkerian@ymail.com? Correct. Okay. How can I help you today? Okay. Well, my, um... I'm looking at my ins- insurance card here and, um, I see, uh, everything I, that I need for the pharmacy. It's right here. However, for my medical, um, I have a couple different, um, companies here. One's, uh, MultiPlan Lyrica or MultiPlan and other Lyrica. Um, when I go to my doctor's office, what information should I give to them? Um. Uh, do I- So if you have the f- Go ahead. So if you have the physical, so if you have the physical ID card that says Surge Staffing on it, that is your medical card, um, that covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. However, there is a free RX subscription with that, um, that gives out free or discounted prescription coverage. However, quick question. Did you, um, register your free RX account or no? I don't think so. No. Okay. So I can send you directions to register your free RX account so you can obtain that medication benefit. Um, but as of- Okay. As of right now, that ID card, uh, you can just still hand that over to them. Um. Uh-huh. It'll just show up. It'll just show in their system that you're covered for preventative services only. Um, but the insurance carrier would be 90-degree benefits, but I would definitely tell them that. Okay. Okay. Well, can you send me a, uh, email or, uh, um, a text message on, uh, how to register? Yeah. I can send you that email real quick. Do you mind if I place you on a brief hold? Yeah, sure. Okay. Hello, Ian. You still there? Yep, I'm still here. Awesome. Thank you so much for holding. So I went ahead and emailed you that free RX registration email, um, to the email- Okay. ... you have on file. Email that you should be looking out for will be coming, be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them- Okay. ... in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Okay. Um, well, is there anything else I could assist you with today? Uh, I don't believe so. No. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? All right. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. Uh, I just got a, a couple questions about my, uh, medical, uh, benefits that I got through Surge.

Speaker speaker_0: Okay. So Surge Staffing. What's the last four of your social?

Speaker speaker_1: Um, 0315.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ian Walker.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Ian?

Speaker speaker_1: Uh, yeah. That's, um... Where is it? Let me go to the sheet. Um, 2181 Bloomfield Road, Cambridge, Ohio 43725.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 10-27-1987.

Speaker speaker_0: And a good telephone number has a 740-432-9642.

Speaker speaker_1: Uh, no. That's, uh, 513-8832.

Speaker speaker_0: And just to confirm, 513-266-8832?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email has walkerian@ymail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Okay. Well, my, um... I'm looking at my ins- insurance card here and, um, I see, uh, everything I, that I need for the pharmacy. It's right here. However, for my medical, um, I have a couple different, um, companies here. One's, uh, MultiPlan Lyrica or MultiPlan and other Lyrica. Um, when I go to my doctor's office, what information should I give to them?

Speaker speaker_0: Um.

Speaker speaker_1: Uh, do I-

Speaker speaker_0: So if you have the f-

Speaker speaker_1: Go ahead.

Speaker speaker_0: So if you have the physical, so if you have the physical ID card that says Surge Staffing on it, that is your medical card, um, that covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. However,

there is a free RX subscription with that, um, that gives out free or discounted prescription coverage. However, quick question. Did you, um, register your free RX account or no?

Speaker speaker_1: I don't think so. No.

Speaker speaker_0: Okay. So I can send you directions to register your free RX account so you can obtain that medication benefit. Um, but as of-

Speaker speaker_1: Okay.

Speaker speaker_0: As of right now, that ID card, uh, you can just still hand that over to them. Um.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: It'll just show up. It'll just show in their system that you're covered for preventative services only. Um, but the insurance carrier would be 90-degree benefits, but I would definitely tell them that.

Speaker speaker_1: Okay. Okay. Well, can you send me a, uh, email or, uh, um, a text message on, uh, how to register?

Speaker speaker_0: Yeah. I can send you that email real quick. Do you mind if I place you on a brief hold?

Speaker speaker_1: Yeah, sure.

Speaker speaker_0: Okay. Hello, Ian. You still there?

Speaker speaker_1: Yep, I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you that free RX registration email, um, to the email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you have on file. Email that you should be looking out for will be coming, be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well, is there anything else I could assist you with today?

Speaker speaker_1: Uh, I don't believe so. No.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.