

Transcript: Justin

Mills-4701754587136000-5546560427180032

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Yeah. My name is Charlie Hawkins. Um, y'all sent me a MetLife medical card, uh, through MetLife, uh, just for vision. I work with MAU, and my employee ID number is D43731022. I'm here trying to pick up my medication, but they say they don't cover nothing but generic medicine. And I know I explained to them I am a heart patient, gave them the name of my medications that I'm on. So, why would they send me a card that's no good for my medication? I'm on Resitor, and I have to have it. Well, if you... stated you received a Vision ID card. I could possibly email the medical ID card to you, because that may be the incorrect card you're handing them. Well, it's got medical on one side. It's got the multiplan, uh, medical coverage. Okay. You see hospital and entity? Then on the side... No, I do not. Okay. So, I need the- Just the Vision and providers. Yes. Okay. Can you email me- So, I do need to email you, yeah. Yes. What's the last four of your social? Yes. 1515. And your first and last name again? Um, Charlie Hawkins. I just gotten out, diagnosed with pneumonia, too. I was on a rough day. Sorry to hear about that. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Hawkins? Yes, I'm in 9698 Patriot Boulevard, Apartment 6006, Lansing, South Carolina, 29454. And your date of birth? 11/10/1958. And a good telephone number I have is 901-291-9689. Yes, sir. And the email I have is hawkinscharlie31@gmail? Yes, sir. Okay. Well, here, do you mind if I place you in a brief hold while I email the correct medical ID card to you? All right. Hello, Charlie. You still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you the correct medical ID card, so the email we had on file. Email that you should- Okay. ... be looking out for will be coming from info, that's I-N-F-O, @benefitscard.com. Okay? All right. Thank you, sir. You're welcome. Is there anything else I could assist you with today? No, sir, that'll do. Awesome. Well, you have a wonderful weekend, okay? You, too, sir. Thank you. You're welcome. 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: Hi, Justin. Yeah. My name is Charlie Hawkins. Um, y'all sent me a MetLife medical card, uh, through MetLife, uh, just for vision. I work with MAU, and my employee ID number is D43731022. I'm here trying to pick up my medication, but they say they don't cover nothing but generic medicine. And I know I explained to them I am a heart

patient, gave them the name of my medications that I'm on. So, why would they send me a card that's no good for my medication? I'm on Resitor, and I have to have it.

Speaker speaker_0: Well, if you... stated you received a Vision ID card. I could possibly email the medical ID card to you, because that may be the incorrect card you're handing them.

Speaker speaker_1: Well, it's got medical on one side. It's got the multiplan, uh, medical coverage.

Speaker speaker_0: Okay. You see hospital and entity?

Speaker speaker_1: Then on the side... No, I do not.

Speaker speaker_0: Okay. So, I need the-

Speaker speaker_1: Just the Vision and providers.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Can you email me-

Speaker speaker_0: So, I do need to email you, yeah. Yes. What's the last four of your social?

Speaker speaker_1: Yes. 1515.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Um, Charlie Hawkins. I just gotten out, diagnosed with pneumonia, too. I was on a rough day.

Speaker speaker_0: Sorry to hear about that. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Hawkins?

Speaker speaker_1: Yes, I'm in 9698 Patriot Boulevard, Apartment 6006, Lansing, South Carolina, 29454.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/10/1958.

Speaker speaker_0: And a good telephone number I have is 901-291-9689.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is hawkinscharlie31@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Well, here, do you mind if I place you in a brief hold while I email the correct medical ID card to you?

Speaker speaker_1: All right.

Speaker speaker_0: Hello, Charlie. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you the correct medical ID card, so the email we had on file. Email that you should-

Speaker speaker_1: Okay.

Speaker speaker_0: ... be looking out for will be coming from info, that's I-N-F-O, @benefitscard.com. Okay?

Speaker speaker_1: All right. Thank you, sir.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: No, sir, that'll do.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: You, too, sir.

Speaker speaker_0: Thank you. You're welcome. Bye-bye.