

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. How you doing today? Doing pretty well, and yourself? I'm all right. I was wondering, can I get my, um, prescription card emailed to me? And my- Yeah. ... um, what's the other card? The insurance card. I received the vision card and I'm like, "I don't need the vision right now." I need, I need the insurance card, you know- So the medical ID card? ... for my doctor. Yes. And the, um, prescription, 'cause I got a prescription I need to get filled. I totally understand. Okay, I can help get you that information. What's the staffing agency you work for? WorkSmart in Greenwood, South Carolina. And the last four of your Social? 4902. And what was your first and last name? Latoria Freeman. And for security purposes, could you verify your home address, including city, state and zip code, Latoria? 209 Darwin Circle, Greenwood, South Carolina 29646. And confirm your date of birth for me. 07/01/76. And a good telephone number have is 864-396-0505. Correct. And the email I have is latoriapfreeman@yahoo.com. Correct. Okay. Um, well here, do you mind if I place you in a brief hold while I email you all of that information? No, sir. I'll be waiting on the email. Awesome. Hello? Are you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Is it FreeRx Regis- Yeah. No, ma'am, I- Yeah. I ... uh- So the second one, uh, or that FreeRx registration, uh, you do have FreeRX offered through WorkSmart. Um, so I sent you directions on how to gain access to your FreeRX account, um, so you can, uh, see if prescriptions are covered under that website. Um, but the second email is your ID cards. Should be listed as, uh, ID card. Mm. Um, when those spam come through. Oh, okay. It, it came straight to my email. Mm. Okay. Um, but yes, your medical and your dental ID card are in there. The medical got the, um... Does it have it on there for the prescription? Yes. So your medical plan, um, the medical card covers hospitals, doctors and medications. Yes, ma'am. Okay. Uh, let's see. Prescription pres- There should be a group number, a BEN number and a PCN number listed on the ID card, and that's what the, uh, pharmacy usually uses for medications. Okay. I've... Okay, I see that. And I still get the, the hard copy in the mail, right? Correct. You should be receiving the rest of the physical ID cards sometime this week. Yes. Okay. All right. Thank you. You're welcome. You have a great day, Latoria. Okay? You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey. How you doing today?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm all right. I was wondering, can I get my, um, prescription card emailed to me? And my-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... um, what's the other card? The insurance card. I received the vision card and I'm like, "I don't need the vision right now." I need, I need the insurance card, you know-

Speaker speaker_0: So the medical ID card?

Speaker speaker_1: ... for my doctor. Yes. And the, um, prescription, 'cause I got a prescription I need to get filled.

Speaker speaker_0: I totally understand. Okay, I can help get you that information. What's the staffing agency you work for?

Speaker speaker_1: WorkSmart in Greenwood, South Carolina.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4902.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Latoria Freeman.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Latoria?

Speaker speaker_1: 209 Darwin Circle, Greenwood, South Carolina 29646.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 07/01/76.

Speaker speaker_0: And a good telephone number have is 864-396-0505.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is latoriapfreeman@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, well here, do you mind if I place you in a brief hold while I email you all of that information?

Speaker speaker_1: No, sir. I'll be waiting on the email.

Speaker speaker_0: Awesome. Hello? Are 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 your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Is it FreeRx Regis-

Speaker speaker_0: Yeah. No, ma'am, I-

Speaker speaker_1: Yeah. I

Speaker speaker_2: ... uh-

Speaker speaker_0: So the second one, uh, or that FreeRx registration, uh, you do have FreeRX offered through WorkSmart. Um, so I sent you directions on how to gain access to your FreeRX account, um, so you can, uh, see if prescriptions are covered under that website. Um, but the second email is your ID cards. Should be listed as, uh, ID card.

Speaker speaker_1: Mm. Um, when those spam come through. Oh, okay. It, it came straight to my email. Mm.

Speaker speaker_0: Okay. Um, but yes, your medical and your dental ID card are in there.

Speaker speaker_1: The medical got the, um... Does it have it on there for the prescription?

Speaker speaker_0: Yes. So your medical plan, um, the medical card covers hospitals, doctors and medications. Yes, ma'am.

Speaker speaker_1: Okay. Uh, let's see. Prescription pres-

Speaker speaker_0: There should be a group number, a BEN number and a PCN number listed on the ID card, and that's what the, uh, pharmacy usually uses for medications.

Speaker speaker_1: Okay. I've... Okay, I see that. And I still get the, the hard copy in the mail, right?

Speaker speaker_0: Correct. You should be receiving the rest of the physical ID cards sometime this week. Yes.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day, Latoria. Okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.