

Transcript: Justin

Mills-5675522627256320-5408466057084928

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. My name is Tammy Cook, and I'm a new policy, uh, policy holder with you guys, and I'm trying to get some medication and I can't because I don't have a physical card. The guy said he emailed it to two... I gave him two different email addresses, because I didn't get it at the first one and I didn't get it at the second one. It's been over two hours. I still have not gotten the email, and I, I desperately need my BIN number, my PCN number, um, my ID number, and my RX Group number so that I- Yeah. Let- ... can get this medication. Yeah. Let me try searching that up. What's that staffing agency you work for? Discourage Staffing. And the last four of your Social? 5163. And my name is Tammy Cook. And for security purposes, could you verify your home address, including city, state and zip code, Tammy? 11600 Georgia Highway 34, Franklin, Georgia 30217. And your date of birth? 10/20/75. And a good telephone number has a 678-633-8126? Correct. And the email is tammyjean1011 at Gmail? Yes, sir. Okay. So let me search up that information to get that policy number, VIN number, group number, and stuff like that, and I'll provide that to you. Just bear with me one second, okay? Okay. Thank you. You're welcome. Hello, Tammy. Are you still there? Yes, I am. Awesome. Thank you so much for holding. So I was able to obtain all of that information that you were needing. Um, just let me know whenever you're ready. Okay, I'm ready. Okay. So your policy number, uh, to start out with is 026066- Mm-hmm. ...28. Okay. Now, is that a PCN number? That's a policy number. Okay. Now your PCN- So I need the... My, I need the BIN, the BIN number, the PCN, the ID. I guess that would be my policy number, right? Correct. And the RX Group. Okay. So I've got the policy number. Okay. So your BIN number? Hold on one second. Okay. BIN number is what? 610114. Okay. And my PCN number? Um, it's P as in Peter, V as in Victor. Mm-hmm. And that's it. Okay. And my RX Group? Um, is... Uh, so it's IMA, so Igloo Mary Alpha. IMA. 9476. 9476. A little sideways dash, and then G as in girl. Okay. And then that's it. So my BIN number... My BIN number is 610114. My PCN is PV. My ID number is 02606628. And my RX Group is IMA9476-G? Correct. Yes, ma'am. All righty. Well, thank you so very much. Yes. And then your effective date, if they do ask for that, is March 10th of 2025. All righty. Thank you. You're welcome. You have a great day, Tammy. Okay? Okay. Bye-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. My name is Tammy Cook, and I'm a new policy, uh, policy holder with you guys, and I'm trying to get some medication and I can't because I don't have a physical card. The guy said he emailed it to two... I gave him two different email addresses, because I didn't get it at the first one and I didn't get it at the second one. It's been over two hours. I still have not gotten the email, and I, I desperately need my BIN number, my PCN number, um, my ID number, and my RX Group number so that I-

Speaker speaker_0: Yeah. Let-

Speaker speaker_1: ... can get this medication.

Speaker speaker_0: Yeah. Let me try searching that up. What's that staffing agency you work for?

Speaker speaker_1: Discourage Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5163. And my name is Tammy Cook.

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

Speaker speaker_1: 11600 Georgia Highway 34, Franklin, Georgia 30217.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 10/20/75.

Speaker speaker_0: And a good telephone number has a 678-633-8126?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is tammyjean1011 at Gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So let me search up that information to get that policy number, VIN number, group number, and stuff like that, and I'll provide that to you. Just bear with me one second, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Hello, Tammy. Are you still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So I was able to obtain all of that information that you were needing. Um, just let me know whenever you're ready.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: Okay. So your policy number, uh, to start out with is 026066-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ...28.

Speaker speaker_1: Okay. Now, is that a PCN number?

Speaker speaker_0: That's a policy number.

Speaker speaker_1: Okay.

Speaker speaker_0: Now your PCN-

Speaker speaker_1: So I need the... My, I need the BIN, the BIN number, the PCN, the ID. I guess that would be my policy number, right?

Speaker speaker_0: Correct.

Speaker speaker_1: And the RX Group. Okay. So I've got the policy number.

Speaker speaker_0: Okay. So your BIN number?

Speaker speaker_1: Hold on one second.

Speaker speaker_0: Okay.

Speaker speaker_1: BIN number is what?

Speaker speaker_0: 610114.

Speaker speaker_1: Okay. And my PCN number?

Speaker speaker_0: Um, it's P as in Peter, V as in Victor.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And that's it.

Speaker speaker_1: Okay. And my RX Group?

Speaker speaker_0: Um, is... Uh, so it's IMA, so Igloo Mary Alpha.

Speaker speaker_1: IMA.

Speaker speaker_0: 9476.

Speaker speaker_1: 9476.

Speaker speaker_0: A little sideways dash, and then G as in girl.

Speaker speaker_1: Okay.

Speaker speaker_0: And then that's it.

Speaker speaker_1: So my BIN number... My BIN number is 610114. My PCN is PV. My ID number is 02606628. And my RX Group is IMA9476-G?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: All righty. Well, thank you so very much.

Speaker speaker_0: Yes. And then your effective date, if they do ask for that, is March 10th of 2025.

Speaker speaker_1: All righty. Thank you.

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

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_0: Bye-bye.