

Transcript: Justin

Mills-5917661065428992-5769942795599872

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. This is, uh, Shirley Streeter. I work for Rital through Focus, and, uh, I signed up for the insurance. Mm-hmm. And I received my cards and everything, but then I go to the pharmacy and it's saying I'm inactive. Uh, well, let me check on that. What's that? Let's see. Work through Focus, you said? Yes. What's the last four of your Social? 4571. And for security purposes, can you verify your home address, including city, state and zip code, Shirley? 2819 Lohman Street, Springfield, Ohio 45505. And confirm your date of birth. 08-08-70. And a good telephone number to have is 937-360-0380? Yeah. And an email address of shirleystreeter46@icloud? Yeah. Okay, so let's see here. So looking at the calendar, you became active in the coverage as of last Monday, the 17th. Um, checking the calendar for this week, you are currently active, so I honestly don't know why they're saying that you are in- not active. Okay. I've received two different insurance cards, so which one am I supposed to use? Is it just- Uh, listen, I've been re- ... the regular one or the one... The, the other, the one is... It says Plus on it. Benefits Plus. Let's see. Does it say APL on it by any chance, or no? You know what? I, I really don't know. I'm at work, and it's in my car. Okay. I guess I should have grabbed, uh... No worries. Um, so what... Let me... So, 'cause I do know, 'cause you got the MEC Enhanced, which covers preventative services, plus hospitals, doctors and medications, so you do receive two ID cards. Um, but let me email you the correct ID card to hand over to the pharmacy so you do, uh, show them that you do have medication coverage. Okay. Okay. But bear with me one second, okay? Oh, you're fine, hun. Okay. Hey, guys. I'll do these three right here. You know what, David? You can just suck a dick, dude. Suck a dick. Hello, Shirley. You still there? Yeah. Hello. You're holding the ID card. The ID card unexpected..... So, email it to you. Um, but I just wanted to let you know what email to look out for. Mm-hmm. Um, email that you should look out for will be coming from info@benefitscard.com, okay? Okay. Okay. So like I said, once this ID card downloads, I will go ahead and email that information to you, okay? All right. Thank you. You're welcome. Is there anything else that I could assist you with today? Nope. That was it. Awesome. Well, you have a wonderful day, okay? Thank you. You, too. Thank you. Bye-bye. Mm-hmm. 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: Yeah. This is, uh, Shirley Streeter. I work for Rital through Focus, and, uh, I signed up for the insurance.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I received my cards and everything, but then I go to the pharmacy and it's saying I'm inactive.

Speaker speaker_0: Uh, well, let me check on that. What's that? Let's see. Work through Focus, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 4571.

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

Speaker speaker_1: 2819 Lohman Street, Springfield, Ohio 45505.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 08-08-70.

Speaker speaker_0: And a good telephone number to have is 937-360-0380?

Speaker speaker_1: Yeah.

Speaker speaker_0: And an email address of shirleystreeter46@icloud?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. So looking at the calendar, you became active in the coverage as of last Monday, the 17th. Um, checking the calendar for this week, you are currently active, so I honestly don't know why they're saying that you are in- not active.

Speaker speaker_1: Okay. I've received two different insurance cards, so which one am I supposed to use? Is it just-

Speaker speaker_0: Uh, listen, I've been re-

Speaker speaker_1: ... the regular one or the one... The, the other, the one is... It says Plus on it. Benefits Plus.

Speaker speaker_0: Let's see. Does it say APL on it by any chance, or no?

Speaker speaker_1: You know what? I, I really don't know. I'm at work, and it's in my car.

Speaker speaker_0: Okay.

Speaker speaker_1: I guess I should have grabbed, uh...

Speaker speaker_0: No worries. Um, so what... Let me... So, 'cause I do know, 'cause you got the MEC Enhanced, which covers preventative services, plus hospitals, doctors and medications, so you do receive two ID cards. Um, but let me email you the correct ID card to hand over to the pharmacy so you do, uh, show them that you do have medication coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But bear with me one second, okay?

Speaker speaker_1: Oh, you're fine, hun.

Speaker speaker_0: Okay.

Speaker speaker_1: Hey, guys. I'll do these three right here. You know what, David? You can just suck a dick, dude.

Speaker speaker_2: Suck a dick.

Speaker speaker_0: Hello, Shirley. You still there?

Speaker speaker_1: Yeah. Hello.

Speaker speaker_0: You're holding the ID card. The ID card

Speaker speaker_2: unexpected..... So, email it to you. Um, but I just wanted to let you know what email to look out for.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, email that you should look out for will be coming from info@benefitscard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So like I said, once this ID card downloads, I will go ahead and email that information to you, okay?

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: Nope. That was it.

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

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye.