

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Y- yes, this is Benefits and a Card. Yes, um, I'm, I'm, I'm at the pharmacy and, uh, they was... They said... I was trying to get a discount on my meds and, um, they said that they, that they couldn't find a ID number, number on this, this thing. But I'm, I'm, I'm at the pharmacy now. She's got the help. She, she's talking to the help desk, the help pharmacy desk line right now and see if she can find the ID number but, um, I told her that, uh, I can get y'all on the phone and then she can ask you guys, ask, ask you what she need to get that ID number t- t- to... Just, just to see if I got discount o- on these meds. Okay. Um, let me try pulling your file. What's the staffing agency you work for? Uh, MAU. And the last four of your social? 90116. And what was your first and last name? Uh, James Smith. And for security purposes, could you verify your home address, including city, state and zip code, James? 3800 East North Street, Apartment 20, um, Greenville, South Carolina 29615. And your date of birth? Oh, 12/10/1957. I mean, I mean, um, it may not be no discount on the med, but I just want to see... Try to find and see if I can get a discount on it. So be... I mean, I mean, it may not be one. Okay. And a good telephone number have as 864-325-6010? Yes. And the email will have as jamessmith2g56 at gmail? Yes. Okay, so let's see here. So your InsurPlus Basic Medical Plan covers hospitals, doctors and medications. However, your copay should either be \$10, \$20 or \$30, depending on the medication. I do know that. Um, and it's through PharmaVeil. Um, however, it should... You stated that she's calling the help desk, correct? Yes. Uh, yeah, she's calling them now and see if she can find a, a, a ID number. Okay, let's see here. Now, and you, you've handed over the hospital indemnity card, correct? Yes. Yes, we have that right now. Okay. Because all of that information that's on that ID card, it should be, should be enough to look that information up. So I honestly don't know what else she's needing. Um, I mean, I could speak with her if need be. Yeah, ID number. ID number. Well, let's see. ID number. Let, let, let me ask her. Can you say- Meaning like a policy number? Provide. Yeah. Okay. She wanted to see what she needed and things. Okay, okay, okay. Thank you. Yeah, she's on the phone with the provider then, so maybe, um, you know, she can work it out. Okay. Um, well, is there anything else I can assist you with today, James? Well, well, maybe can you, can you, can you, can you, can you hold on for like a few seconds just to see if she, um- Yeah, I can... Yeah, I can hold on for a couple of seconds. Yeah, I got you. Okay, thanks, James. She's, um, she's talking to someone on, at, at the help desk, so maybe they can work it out. But if they can't, there's no way she can talk with you and, and maybe get some more information or something. Okay. Yeah, I'm, um, on the way to work this morning, so I really probably can't stay in here a long time, but, uh, I just wanted to stop by and, um, and, and see, see if I can assist her and find the information needed. That's totally understandable. And, um- But as long as she has the- ... as long as she has that card- As long as she has the APL card

with the, um, hospital indemnity on it, it should be fine, because all of that information is on it. The, the VIN number, group number, PCN number, policy number, um, stuff that would... You need to search up for, uh, for medication coverage. Well, as you say, uh, uh, uh, nothing, nothing is popping up on me. Nothing is popping up on? Yeah. So like, I guess like a ID number. A ID number or something like that. But she said nothing's shown up, so- Now, there's a medical ID number under the... Where it says limited benefit hospital indemnity. Well, is, is that like a discount on the meds? Uh, well- Or, or- Well, it's not a... It's not a discount on the meds. The PharmaVeil covers your prescriptions. Either you pay \$10, \$20 or \$30 for a copay, depending on the, the prescription and then PharmaVeil covers the rest. So you only have to... You have to pay a copay. There's... I don't believe there is a discount. Well, PharmaVeil pay the rest. Yeah, that's, that's, that's, that's what I'm trying to find out. Yeah. Well, well, well, I'll ask her if I can get her off the phone and then you... Yeah, yeah, she's off the phone. Can, can you, you, you speak to him a minute?Y- yeah, I have him on the phone. He said Thomavale says you're paid in red. Can you speak to him in a minute? Yeah. May I help you? Hey, this is Justin from Benefit Center Card. We're the benefit administrator for his employer. Um, he stated you were having issues finding him in the system. Is that correct? Yes. Um, the BIN- Okay. It says non-match cardholder ID. Uh, let's see here. Were you given the ID card that has A- APL on the top left-hand corner of it? No. Okay, so the ID card that I emailed him should... is c- covers his medications. It all has that information on it. So he, he... I think he provided the wrong ID numb- or ID card to you. The APL card, do you have that one? Yes, it should have all that information on the look up medication coverage for him. Okay, thank you. Okay. Okay, and then the... Let me see. So, the BIN number will be 610114? Correct. And the ID number, is that the 02604909 number? Correct. Um, do you see a, um, rejection on your end? Uh, well, we're not the actual insurance carrier. We're just the benefit administrators for his employer. Oh, okay. Yeah, mine says non-match cardholder ID and mismatched group ID. Okay. Um, bear with me one second.

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: Y- yes, this is Benefits and a Card. Yes, um, I'm, I'm, I'm at the pharmacy and, uh, they was... They said... I was trying to get a discount on my meds and, um, they said that they, that they couldn't find a ID number, number on this, this thing. But I'm, I'm, I'm at the pharmacy now. She's got the help. She, she's talking to the help desk, the help pharmacy desk line right now and see if she can find the ID number but, um, I told her that, uh, I can get y'all on the phone and then she can ask you guys, ask, ask you what she need to get that ID number t- t- to... Just, just to see if I got discount o- on these meds.

Speaker speaker_0: Okay. Um, let me try pulling your file. What's the staffing agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 90116.

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

Speaker speaker_1: Uh, James Smith.

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

Speaker speaker_1: 3800 East North Street, Apartment 20, um, Greenville, South Carolina 29615.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Oh, 12/10/1957. I mean, I mean, um, it may not be no discount on the med, but I just want to see... Try to find and see if I can get a discount on it. So be... I mean, I mean, it may not be one.

Speaker speaker_0: Okay. And a good telephone number have as 864-325-6010?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email will have as jamessmith2g56 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So your InsurPlus Basic Medical Plan covers hospitals, doctors and medications. However, your copay should either be \$10, \$20 or \$30, depending on the medication. I do know that. Um, and it's through PharmaVeil. Um, however, it should... You stated that she's calling the help desk, correct?

Speaker speaker_1: Yes. Uh, yeah, she's calling them now and see if she can find a, a, a ID number.

Speaker speaker_0: Okay, let's see here. Now, and you, you've handed over the hospital indemnity card, correct?

Speaker speaker_1: Yes. Yes, we have that right now.

Speaker speaker_0: Okay. Because all of that information that's on that ID card, it should be, should be enough to look that information up. So I honestly don't know what else she's needing. Um, I mean, I could speak with her if need be.

Speaker speaker_1: Yeah, ID number. ID number.

Speaker speaker_2: Well, let's see.

Speaker speaker_0: ID number.

Speaker speaker_2: Let, let, let me ask her. Can you say-

Speaker speaker_0: Meaning like a policy number?

Speaker speaker_2: Provide. Yeah. Okay. She wanted to see what she needed and things. Okay, okay, okay. Thank you. Yeah, she's on the phone with the provider then, so maybe, um, you know, she can work it out.

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

Speaker speaker_2: Well, well, maybe can you, can you, can you, can you, can you hold on for like a few seconds just to see if she, um-

Speaker speaker_0: Yeah, I can... Yeah, I can hold on for a couple of seconds. Yeah, I got you.

Speaker speaker_2: Okay, thanks, James. She's, um, she's talking to someone on, at, at the help desk, so maybe they can work it out. But if they can't, there's no way she can talk with you and, and maybe get some more information or something.

Speaker speaker_0: Okay.

Speaker speaker_2: Yeah, I'm, um, on the way to work this morning, so I really probably can't stay in here a long time, but, uh, I just wanted to stop by and, um, and, and see, see if I can assist her and find the information needed.

Speaker speaker_0: That's totally understandable.

Speaker speaker_2: And, um-

Speaker speaker_0: But as long as she has the-

Speaker speaker_2: ... as long as she has that card-

Speaker speaker_0: As long as she has the APL card with the, um, hospital indemnity on it, it should be fine, because all of that information is on it. The, the VIN number, group number, PCN number, policy number, um, stuff that would... You need to search up for, uh, for medication coverage.

Speaker speaker_1: Well, as you say, uh, uh, uh, nothing, nothing is popping up on me.

Speaker speaker_0: Nothing is popping up on?

Speaker speaker_1: Yeah. So like, I guess like a ID number. A ID number or something like that. But she said nothing's shown up, so-

Speaker speaker_0: Now, there's a medical ID number under the... Where it says limited benefit hospital indemnity.

Speaker speaker_1: Well, is, is that like a discount on the meds?

Speaker speaker_0: Uh, well-

Speaker speaker_1: Or, or-

Speaker speaker_0: Well, it's not a... It's not a discount on the meds. The PharmaVeil covers your prescriptions. Either you pay \$10, \$20 or \$30 for a copay, depending on the, the prescription and then PharmaVeil covers the rest. So you only have to... You have to pay a copay. There's... I don't believe there is a discount.

Speaker speaker_1: Well, PharmaVeil pay the rest. Yeah, that's, that's, that's, that's what I'm trying to find out. Yeah. Well, well, well, I'll ask her if I can get her off the phone and then you... Yeah, yeah, she's off the phone. Can, can you, you, you speak to him a minute?

Speaker speaker_3: Y- yeah, I have him on the phone. He said Thomavale says you're paid in red. Can you speak to him in a minute?

Speaker speaker_4: Yeah. May I help you?

Speaker speaker_0: Hey, this is Justin from Benefit Center Card. We're the benefit administrator for his employer. Um, he stated you were having issues finding him in the system. Is that correct?

Speaker speaker_4: Yes. Um, the BIN-

Speaker speaker_0: Okay.

Speaker speaker_4: It says non-match cardholder ID.

Speaker speaker_0: Uh, let's see here. Were you given the ID card that has A- APL on the top left-hand corner of it?

Speaker speaker_4: No.

Speaker speaker_0: Okay, so the ID card that I emailed him should... is c- covers his medications. It all has that information on it. So he, he... I think he provided the wrong ID numb- or ID card to you.

Speaker speaker_4: The APL card, do you have that one?

Speaker speaker_0: Yes, it should have all that information on the look up medication coverage for him.

Speaker speaker_4: Okay, thank you. Okay. Okay, and then the... Let me see. So, the BIN number will be 610114?

Speaker speaker_0: Correct.

Speaker speaker_4: And the ID number, is that the 02604909 number?

Speaker speaker_0: Correct.

Speaker speaker_4: Um, do you see a, um, rejection on your end?

Speaker speaker_0: Uh, well, we're not the actual insurance carrier. We're just the benefit administrators for his employer.

Speaker speaker_4: Oh, okay. Yeah, mine says non-match cardholder ID and mismatched group ID.

Speaker speaker_0: Okay. Um, bear with me one second.