

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? Uh, yes, Mr. Justin. Uh, yes, yes, my, my name is James Smith and I have ha- ha- ha- h- have the Benefit and a Card... I, I, I'm a, I'm a Benefit and a Card, uh, uh, uh member. Mm-hmm. And, uh, I was, I, I, I was trying to... Uh, my name is James Smith and, uh, I, I, I was with the MAU, MAU staff, and so, um, uh... This, this, this, uh... Okay, uh, what... Well, my problem is, I, I, I was trying to buy some medication yesterday, and they couldn't find a, a ID number for me. I mean, I have these cards that y'all sent me, uh, you know, with the customer service BIN ID number and a group number and, and, um, and, and stuff like that, and, and the multiplan card, medi- m- medical multiplan card. But they were looking for... Okay, here's a pharmacy, MedImpact right here, but they... She, she said that that wasn't what she needed. Um, so she was, she was needing more information? Yeah, yeah, yeah. She was needing a ID number specifically for me, for James Smith, e- and, you know, just like a... Just like a ID number specifically for me so she could, uh, you know, discount my meds. She couldn't, she couldn't give me a discount on the meds I was trying to get 'cause she said she needed a ID number. Now, now this, this, um, this, um, this... You know, the I- I- le- le- little, the little pharmacy MedPak thing, with the Rx, Rx, you know, numbers on there and all that stuff, and it says RX Help Desk. That's actually a help desk for Rx but, she said she seems to... She said that she needed a ID number. Okay, let me transfer- I, I, I can't know what she talking about, you know, a ID number on the card, because, you know. I have seen them before the ID number but, um, yeah. Yeah, yeah. Yeah, sure, go ahead. Go ahead. Go ahead. What, what information you need? Let me start pulling your file. So MAU, what's the last four of your social? 90116 Excuse me . For security purposes, can you verify your home address, including city, state and ZIP code, James? Yes, I can. It is, um, 3800 East North Street, Apartment 20, in Greenville, South Carolina, 29615. Can I confirm your date of birth? Um, 12/10/1957. And a good telephone number you have is 864-325-6010? Yes, sir. And the email you have is jamessmith2g56 at Gmail? Uh, yes. Uh, uh, uh, jamessmith2g56. Is that what you're saying? 2g56, yeah, 2g. Correct. Yes, sir. Okay, so let's see here. Um, so I do see that you were emailed your ID cards. However, do you have the card that says hospital indemnity by any chance? It should say APL on the top of it. Yes, I, I got, I got that card. APL. Yes, sir. Right here. Okay. I'm looking at it. Okay. So did you provide that one to the provider? Yeah. Or did you provide the other one that had the member ID on it? I provi-... This one with, you know, to her. You know, because I came back... Yeah, yeah, yeah, this is the one I gave to her, and, and it looked like it got everything she need on there, but she said she needed a ID number, you know, specifically for James Smith. Do you, do you, do you have such a number? A member ID? I mean, I can search that information up. Um, bear with me one second. Yeah, yeah, yeah, yeah, yeah. Sure, sure, sure. Sure. Hello, James. You still there?

Uh, yes, sir. Awesome. Thank you so much for holding. Um, so when I search up your hospital indemnity card, the one that covers your medications, um, I'm only seeing a policy number-All right. So, uh, a group number, a BIN number, and a PCN number. So honestly, I don't know what else the- that pharmacy is needing when everything is on the ID card. I know, right? You know, yeah, I, yeah, yeah, you're right. I see all that. PCN number- Um- ... group number. Yeah, so, as, as of right now- I, I see all that too. What I would... Yeah, what I would have you do, I would actually have that pharmacy call us at Benefits Center Card so we can actually get an idea of what is needed, so we can actually provide the pharmacy more in depth. Um, so I would just have the- that pharmacy reach out to us specifically and we can verify. When, when, when's, what's, what's y'all close? Close, close, because I, uh, I, you know, I might not, um... Uh, well, we're, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Okay, cool. Um, all right then, um, I'll, I'll go by there. I probably won't go by there today, but I'll go by there first thing in the morning because I was trying to get some medication so, uh, so that as well as well maybe, uh, I can be there a little earlier in the morning because y'all open at 8:00, so I can be at the pharmacies, you know, soon as they open, and then that way... Because I, because I have to be to work in about 30 minutes, so I don't have time to go by the pharmacy right now, but, uh, since you, since you told me that I'll, I'll, um, I'll start out early in the morning, have them to call you, and I'll be standing right there while they call you. Okay, that should be fine, and I'll go ahead and notate your file for the next representative who, who knows, okay? Okay. Yeah, um, thank you. Okay. Well, is there anything else I can assist you with today, James? No, no, no, no, that'll be all. You've been a great help. I appreciate you. You're welcome. You have a great day, okay? Okay. Okay, yes. 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: Uh, yes, Mr. Justin. Uh, yes, yes, my, my name is James Smith and I have ha- ha- ha- h- have the Benefit and a Card... I, I, I'm a, I'm a Benefit and a Card, uh, uh, uh member.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, uh, I was, I, I, I was trying to... Uh, my name is James Smith and, uh, I, I, I was with the MAU, MAU staff, and so, um, uh... This, this, this, uh... Okay, uh, what... Well, my problem is, I, I, I was trying to buy some medication yesterday, and they couldn't find a, a ID number for me. I mean, I have these cards that y'all sent me, uh, you know, with the customer service BIN ID number and a group number and, and, um, and, and stuff like that, and, and the multiplan card, medi- m- medical multiplan card. But they were looking for... Okay, here's a pharmacy, MedImpact right here, but they... She, she said that that wasn't what she needed.

Speaker speaker_0: Um, so she was, she was needing more information?

Speaker speaker_1: Yeah, yeah, yeah. She was needing a ID number specifically for me, for James Smith, e- and, you know, just like a... Just like a ID number specifically for me so she could, uh, you know, discount my meds. She couldn't, she couldn't give me a discount on the meds I was trying to get 'cause she said she needed a ID number. Now, now this, this, um, this, um, this... You know, the I- I- le- le- little, the little pharmacy MedPak thing, with the Rx, Rx, you know, numbers on there and all that stuff, and it says RX Help Desk. That's actually a help desk for Rx but, she said she seems to... She said that she needed a ID number.

Speaker speaker_0: Okay, let me transfer-

Speaker speaker_1: I, I, I can't know what she talking about, you know, a ID number on the card, because, you know. I have seen them before the ID number but, um, yeah. Yeah, yeah. Yeah, sure, go ahead. Go ahead. Go ahead. What, what information you need?

Speaker speaker_0: Let me start pulling your file. So MAU, what's the last four of your social?

Speaker speaker_1: 90116 Excuse me .

Speaker speaker_0: For security purposes, can you verify your home address, including city, state and ZIP code, James?

Speaker speaker_1: Yes, I can. It is, um, 3800 East North Street, Apartment 20, in Greenville, South Carolina, 29615.

Speaker speaker_0: Can I confirm your date of birth?

Speaker speaker_1: Um, 12/10/1957.

Speaker speaker_0: And a good telephone number you have is 864-325-6010?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email you have is jamessmith2g56 at Gmail?

Speaker speaker_1: Uh, yes. Uh, uh, uh, jamessmith2g56. Is that what you're saying? 2g56, yeah, 2g.

Speaker speaker_0: Correct.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. Um, so I do see that you were emailed your ID cards. However, do you have the card that says hospital indemnity by any chance? It should say APL on the top of it.

Speaker speaker_1: Yes, I, I got, I got that card. APL. Yes, sir. Right here.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm looking at it.

Speaker speaker_0: Okay. So did you provide that one to the provider?

Speaker speaker_1: Yeah.

Speaker speaker_0: Or did you provide the other one that had the member ID on it?

Speaker speaker_1: I provi-... This one with, you know, to her. You know, because I came back... Yeah, yeah, yeah, this is the one I gave to her, and, and it looked like it got everything she need on there, but she said she needed a ID number, you know, specifically for James Smith. Do you, do you, do you have such a number?

Speaker speaker_0: A member ID? I mean, I can search that information up. Um, bear with me one second.

Speaker speaker_1: Yeah, yeah, yeah, yeah, yeah. Sure, sure, sure. Sure.

Speaker speaker_0: Hello, James. You still there?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so when I search up your hospital indemnity card, the one that covers your medications, um, I'm only seeing a policy number-All right. So, uh, a group number, a BIN number, and a PCN number. So honestly, I don't know what else the- that pharmacy is needing when everything is on the ID card.

Speaker speaker_1: I know, right? You know, yeah, I, yeah, yeah, you're right. I see all that. PCN number-

Speaker speaker_0: Um-

Speaker speaker_1: ... group number.

Speaker speaker_0: Yeah, so, as, as of right now-

Speaker speaker_1: I, I see all that too.

Speaker speaker_0: What I would... Yeah, what I would have you do, I would actually have that pharmacy call us at Benefits Center Card so we can actually get an idea of what is needed, so we can actually provide the pharmacy more in depth. Um, so I would just have the- that pharmacy reach out to us specifically and we can verify.

Speaker speaker_1: When, when, when's, what's, what's y'all close? Close, close, because I, uh, I, you know, I might not, um...

Speaker speaker_0: Uh, well, we're, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay, cool. Um, all right then, um, I'll, I'll go by there. I probably won't go by there today, but I'll go by there first thing in the morning because I was trying to get some medication so, uh, so that as well as well maybe, uh, I can be there a little earlier in the morning because y'all open at 8:00, so I can be at the pharmacies, you know, soon as they open, and then that way... Because I, because I have to be to work in about 30 minutes, so I don't have time to go by the pharmacy right now, but, uh, since you, since you told me that I'll, I'll, um, I'll start out early in the morning, have them to call you, and I'll be standing right there

while they call you.

Speaker speaker_0: Okay, that should be fine, and I'll go ahead and notate your file for the next representative who, who knows, okay?

Speaker speaker_1: Okay. Yeah, um, thank you.

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

Speaker speaker_1: No, no, no, no, that'll be all. You've been a great help. I appreciate you.

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

Speaker speaker_1: Okay. Okay, yes. Bye-bye.

Speaker speaker_0: Bye.