

## **Transcript: Malcolm**

**Nash-4726110810324992-5696102464798720**

### **Full Transcript**

Thanks for calling Benefits in a Card, this is Matt Hi, my name's Todd Phillips and I had a few questions about my insurance. All right. What staffing company do you work for? Innovative Staffing Solutions. What's the last four of your Social? 1512. First name? Todd. Last name? Phillips. All right. For security purposes, can you verify your address and date of birth for me? 10/28/1965. 12376 Campground Road, Cloverdale, Indiana, 46120. Thank you. So I got your phone number, 352-209-6298. Correct. And I got email is todd8822@gmail.com. Correct. Hey, how can I help you today, Mr. Phillips? Okay. Do I have prescription coverage with my insurance that I'm paying for? So you have prescriptions under the Insure Plus Enhanced. You will have to contact PharmaBill to know what prescriptions are covered specifically. I wouldn't be able to tell you that. Can you send me my card, email? Because I- I- I- Email for what? Yeah, I've used like a different... You know, they sent me quite a few different cards, APL, Met, you know, um, Benefits in a Card, all that. But my, my pharmacy says they can't get at the number for my prescriptions for that card. So I just need the information to give to them to be able to use it, right? To know if I have it and I just didn't realize it or I didn't have the right one. 'Cause I definitely don't have the right one on me right now 'cause... Yes, sir. Mind if I put you on a brief hold while I get those, uh, those cards for you? So you just need your medical card sent? Yes. Okay. Mind if I put you on a brief hold while I get that for you? Uh, do they have a virtual card? Yes, sir. That's what I'm going to be sending to your email. Oh, okay. Yeah. I thought you said you were going to send it. Okay, but through the mail. Okay, never mind. Thank you. I'll wait. All right. Thank you. Are you there, Mr. Phillips? Yes. I just sent that card to your email. Okay. Yep, there it is. So that's the one I need? Yeah. That's the one I need for my prescriptions? Mm-hmm. Okay. Awesome. Well. Okay. Is there anything else I can help you with today, Mr. Phillips? Um, nope. You just have a great day and enjoy, man. You too, man. Thank you. Thanks for your help. Okay. Thanks a lot. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card, this is Matt

Speaker speaker\_1: Hi, my name's Todd Phillips and I had a few questions about my insurance.

Speaker speaker\_0: All right. What staffing company do you work for?

Speaker speaker\_1: Innovative Staffing Solutions.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 1512.

Speaker speaker\_0: First name?

Speaker speaker\_1: Todd.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Phillips.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 10/28/1965. 12376 Campground Road, Cloverdale, Indiana, 46120.

Speaker speaker\_0: Thank you. So I got your phone number, 352-209-6298.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I got email is todd8822@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Hey, how can I help you today, Mr. Phillips?

Speaker speaker\_1: Okay. Do I have prescription coverage with my insurance that I'm paying for?

Speaker speaker\_0: So you have prescriptions under the Insure Plus Enhanced. You will have to contact PharmaBill to know what prescriptions are covered specifically. I wouldn't be able to tell you that.

Speaker speaker\_1: Can you send me my card, email? Because I- I- I-

Speaker speaker\_0: Email for what?

Speaker speaker\_1: Yeah, I've used like a different... You know, they sent me quite a few different cards, APL, Met, you know, um, Benefits in a Card, all that. But my, my pharmacy says they can't get at the number for my prescriptions for that card. So I just need the information to give to them to be able to use it, right? To know if I have it and I just didn't realize it or I didn't have the right one. 'Cause I definitely don't have the right one on me right now 'cause...

Speaker speaker\_0: Yes, sir. Mind if I put you on a brief hold while I get those, uh, those cards for you? So you just need your medical card sent?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Mind if I put you on a brief hold while I get that for you?

Speaker speaker\_1: Uh, do they have a virtual card?

Speaker speaker\_0: Yes, sir. That's what I'm going to be sending to your email.

Speaker speaker\_1: Oh, okay. Yeah. I thought you said you were going to send it. Okay, but through the mail. Okay, never mind. Thank you. I'll wait.

Speaker speaker\_0: All right. Thank you. Are you there, Mr. Phillips?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I just sent that card to your email.

Speaker speaker\_1: Okay. Yep, there it is. So that's the one I need?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: That's the one I need for my prescriptions?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. Awesome. Well.

Speaker speaker\_0: Okay. Is there anything else I can help you with today, Mr. Phillips?

Speaker speaker\_1: Um, nope. You just have a great day and enjoy, man.

Speaker speaker\_0: You too, man. Thank you.

Speaker speaker\_1: Thanks for your help. Okay.

Speaker speaker\_0: Thanks a lot. Bye.