Transcript: Malcolm Nash-5013903696773120-5077752579932160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? Hi, um, I'm trying to get some, uh, information, uh, so I could use the insurance with my pharmacy, but my, uh, account seems to be disabled, uh, when I try to log in. Is there anything you can help me out with? What staffing company do you work for? BGSS. Last four of your social? 5206. First name? Brandon. Last name? Leggett. All right, for security purposes, can you verify your address and date of birth for me? Uh, 11800 Meadowbranch Drive, uh, Florida 32825. And date of birth, May 13th, 1997. Thank you. So we got your phone number 407-409-1894? Yeah. The email is leggett.brandon at gmail.com? Correct. You say, you say you having trouble logging in? So I, I've been trying to figure this out since yesterday. So, um, I hadn't used my, uh, health insurance from my last assignment, so I'm in between locations right now. So I get, uh, I get back on, I guess, payroll, uh, on Monday next week. But I'm, I suppose in the meantime, my login and all that stuff is disabled because I'm not technically employed. But when I was on the phone yesterday, I asked, "Hey, could I just pay for it since the plan's still there? Like could I pay for it now instead of it being pulled from my, you know, check?" Because I obviously didn't get a check because I wasn't working. Mm-hmm. And sure, so I, I paid for it. Uh, it didn't fix the login issue, but it did allow me to, um, get, uh, the free RX stuff, uh, logged in. But that's not insurance, those are just, like, coupons and stuff. So I, I just need, like, my RX ID and all, like, the stuff I would give the pharmacy, uh, so I can use my insurance at the pharmacy. So are you trying to... So free Rx is for pharmaceuticals. So are you trying to use your free Rx or are you trying to use your VIP+? 'Cause they are both two separate... They both support pharmaceuticals... The VIP+. Yeah, the VIP+. 'Cause, um, I, I need to give them some insurance to do anything. So, and the, the free Rx, they wouldn't accept that. All right. All right. So you... Do you have your medical card? No, the only thing that I got in the mail was the vision card. I'm assuming that it would have been sent out, but I just haven't received it. All right. So you just need your medical card sent to you? Uh, yeah. Like when I called yesterday, they ended up sending me the two life insurance cards and then the, uh, vision card, like through, through email. But that didn't work because I need it for the pharmacy. So yeah, I would need the, the... So it looks like they sent copies to your email yesterday. Did you not receive the right cards? Yeah, those, those, those aren't the, the right ones. Those are for life insurance and vision. So there's no card, there's no card for life insurance. So you're referring... Is it your medical one you're referring to from American Public Life? Um, yeah. I, I, I suppose that would be it. So... There's no ID card for life insurance. But give me just one sec. When I went... So when I went to the pharmacy, I was working with a guy for a minute trying to figure out what he needs to enter in because when I gave him all that information, he was very, you know, I got the manager and they were both very confused. And what I would need,

give me just one second, is something that would have a ID, an RX bin and an RX group.... and those things weren't on that card. So, I'm- I'm- I'm, you know, this is all kind of new to me, so I'm kind of lost on what I would need to provide the pharmacy. 'Cause when I gave them the, uh- What's the name of the prescription that you're trying to fill? Like, the- the medication itself? Give me one moment. Yes. The- the medication. It's Jornay. How do you spell that? J-O-R-N-A-Y. J-O-R-A-N-Y? N-A-Y. You said J-U-R-A-N-Y? J as in Jacob, O as in orange, R as in Richard, N as in Nancy, A as in apple, Y as in yellow. Okay. So that's not covered with FreeRx. Let me see. I'm going to look up your... the card that they received... they sent you. Let me see. You said you need a BIN number? Yeah. I would need an RxBIN and then the Rx group and a, uh, I guess a payer or a c- um, member ID. All right. Do you mind if I put you on a brief hold while I pull up your account? Sure thing. Thank you. All right, are you there, Mr. Brandon? Yeah, I'm here. All right, so I just sent you your, uh, your FreeRx card to your email. Let me know if you received it. That's the only card that we have that has, like, a BIN number- Yeah, I've got it. ... for... Yeah. That's from info and the benefits and the card.com. Sometimes it does go to your spam folder as well. Let me refresh. All right. Oh, yeah. Okay. So I did, I did show... 'Cause I did end up getting to log in to my FreeRx thing yesterday. So, uh, I g- I guess, I'm, I'm, I'm pretty confused at the moment because, um, like this, like very clearly at the bottom of the card that says, "This is not insurance." Right? Um, what insurance do I give the pharmacy if I want, you know, my medicine to be covered under insurance? So you either give them the ID card that I just sent you or the one from APO, the, the medical card. Those are the only two cards that you have that covers prescriptions. Gotcha. Okay, and let me... Now, um, is, is there a... Is there, like, a document or something that I could see, like, what's, what, uh, medications are covered and what aren't? 'Cause when, when, uh...... when it was entered in yesterday, 'cause he, he ends up having to call to g- get the stuff entered in, um, at the pharmacy. It didn't, it didn't change the price of anything. So, um, and they kept asking if it's a coupon code or not, which is weird. Um, is there, is there a, a, a document or something that I could look at and see like what's covered and what isn't? Uh, let me see. Do you mind if I put you on hold for a brief moment and I speak for you? Sure thing. All right. Thank you. Mm-hmm. Are you there, Mr. Brandon? I'm here. All right. So unfortunately, there doesn't look like there is a document, but I do have a phone number you can call. It's, it's Pharmacoville. They are the ones that handle the prescriptions from the plan that you have. Okay, perfect. Um- Whenever you ha- whenever you're ready, I can give you their phone number. Yep, go ahead. It's 1-800-933-3734. All right. And, um... Yeah, this doesn't seem to... 'cause the APL that I'm looking at doesn't have the, like an Rx bin number or any of the... They have that... Well, I guess it does have a line for that. I can't hear you, sir. You're breaking up. Sorry about that. Um, I'll, uh, I'll give this number a call and, uh, see if they can help me out. All right. Well, was there anything else I can help you with today, Mr. Brandon? Uh, nope. You're, you've been a great help. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your night. You as well. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_2: Hi, um, I'm trying to get some, uh, information, uh, so I could use the insurance with my pharmacy, but my, uh, account seems to be disabled, uh, when I try to log in. Is there anything you can help me out with?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: BGSS.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: 5206.

Speaker speaker_1: First name?

Speaker speaker_2: Brandon.

Speaker speaker_1: Last name?

Speaker speaker_2: Leggett.

Speaker speaker_1: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 11800 Meadowbranch Drive, uh, Florida 32825. And date of birth, May 13th, 1997.

Speaker speaker_1: Thank you. So we got your phone number 407-409-1894?

Speaker speaker_2: Yeah.

Speaker speaker_1: The email is leggett.brandon at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: You say, you say you having trouble logging in?

Speaker speaker_2: So I, I've been trying to figure this out since yesterday. So, um, I hadn't used my, uh, health insurance from my last assignment, so I'm in between locations right now. So I get, uh, I get back on, I guess, payroll, uh, on Monday next week. But I'm, I suppose in the meantime, my login and all that stuff is disabled because I'm not technically employed. But when I was on the phone yesterday, I asked, "Hey, could I just pay for it since the plan's still there? Like could I pay for it now instead of it being pulled from my, you know, check?" Because I obviously didn't get a check because I wasn't working.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And sure, so I, I paid for it. Uh, it didn't fix the login issue, but it did allow me to, um, get, uh, the free RX stuff, uh, logged in. But that's not insurance, those are just, like, coupons and stuff. So I, I just need, like, my RX ID and all, like, the stuff I would give the pharmacy, uh, so I can use my insurance at the pharmacy.

Speaker speaker_1: So are you trying to... So free Rx is for pharmaceuticals. So are you trying to use your free Rx or are you trying to use your VIP+? 'Cause they are both two separate... They both support pharmaceuticals...

Speaker speaker_2: The VIP+. Yeah, the VIP+. 'Cause, um, I, I need to give them some insurance to do anything. So, and the, the free Rx, they wouldn't accept that.

Speaker speaker_1: All right. All right. So you... Do you have your medical card?

Speaker speaker_2: No, the only thing that I got in the mail was the vision card. I'm assuming that it would have been sent out, but I just haven't received it.

Speaker speaker_1: All right. So you just need your medical card sent to you?

Speaker speaker_2: Uh, yeah. Like when I called yesterday, they ended up sending me the two life insurance cards and then the, uh, vision card, like through, through email. But that didn't work because I need it for the pharmacy. So yeah, I would need the, the...

Speaker speaker_1: So it looks like they sent copies to your email yesterday. Did you not receive the right cards?

Speaker speaker_2: Yeah, those, those, those aren't the, the right ones. Those are for life insurance and vision.

Speaker speaker_1: So there's no card, there's no card for life insurance. So you're referring... Is it your medical one you're referring to from American Public Life?

Speaker speaker_2: Um, yeah. I, I, I suppose that would be it. So...

Speaker speaker_1: There's no ID card for life insurance.

Speaker speaker_2: But give me just one sec. When I went... So when I went to the pharmacy, I was working with a guy for a minute trying to figure out what he needs to enter in because when I gave him all that information, he was very, you know, I got the manager and they were both very confused. And what I would need, give me just one second, is something that would have a ID, an RX bin and an RX group.... and those things weren't on that card. So, I'm- I'm- I'm, you know, this is all kind of new to me, so I'm kind of lost on what I would need to provide the pharmacy. 'Cause when I gave them the, uh-

Speaker speaker_3: What's the name of the prescription that you're trying to fill?

Speaker speaker_2: Like, the- the medication itself?

Speaker speaker_3: Give me one moment. Yes. The- the medication.

Speaker speaker_2: It's Jornay.

Speaker speaker_3: How do you spell that?

Speaker speaker_2: J-O-R-N-A-Y.

Speaker speaker_3: J-O-R-A-N-Y?

Speaker speaker_2: N-A-Y.

Speaker speaker_3: You said J-U-R-A-N-Y?

Speaker speaker_2: J as in Jacob, O as in orange, R as in Richard, N as in Nancy, A as in apple, Y as in yellow.

Speaker speaker_3: Okay. So that's not covered with FreeRx. Let me see. I'm going to look up your... the card that they received... they sent you. Let me see. You said you need a BIN number?

Speaker speaker_2: Yeah. I would need an RxBIN and then the Rx group and a, uh, I guess a payer or a c- um, member ID.

Speaker speaker_3: All right. Do you mind if I put you on a brief hold while I pull up your account?

Speaker speaker_2: Sure thing.

Speaker speaker_3: Thank you.

Speaker speaker_1: All right, are you there, Mr. Brandon?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: All right, so I just sent you your, uh, your FreeRx card to your email. Let me know if you received it. That's the only card that we have that has, like, a BIN number-

Speaker speaker_2: Yeah, I've got it.

Speaker speaker_1: ... for... Yeah. That's from info and the benefits and the card.com. Sometimes it does go to your spam folder as well.

Speaker speaker_2: Let me refresh.

Speaker speaker_1: All right.

Speaker speaker_2: Oh, yeah. Okay. So I did, I did show... 'Cause I did end up getting to log in to my FreeRx thing yesterday. So, uh, I g- I guess, I'm, I'm, I'm pretty confused at the moment because, um, like this, like very clearly at the bottom of the card that says, "This is not insurance." Right? Um, what insurance do I give the pharmacy if I want, you know, my medicine to be covered under insurance?

Speaker speaker_1: So you either give them the ID card that I just sent you or the one from APO, the, the medical card. Those are the only two cards that you have that covers prescriptions.

Speaker speaker_2: Gotcha. Okay, and let me... Now, um, is, is there a... Is there, like, a document or something that I could see, like, what's, what, uh, medications are covered and what aren't? 'Cause when, when, uh...... when it was entered in yesterday, 'cause he, he ends up having to call to g- get the stuff entered in, um, at the pharmacy. It didn't, it didn't change the price of anything. So, um, and they kept asking if it's a coupon code or not, which is weird.

Um, is there, is there a, a, a document or something that I could look at and see like what's covered and what isn't?

Speaker speaker_1: Uh, let me see. Do you mind if I put you on hold for a brief moment and I speak for you?

Speaker speaker_2: Sure thing.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Are you there, Mr. Brandon?

Speaker speaker_2: I'm here.

Speaker speaker_1: All right. So unfortunately, there doesn't look like there is a document, but I do have a phone number you can call. It's, it's Pharmacoville. They are the ones that handle the prescriptions from the plan that you have.

Speaker speaker_2: Okay, perfect. Um-

Speaker speaker_1: Whenever you ha- whenever you're ready, I can give you their phone number.

Speaker speaker_2: Yep, go ahead.

Speaker speaker_1: It's 1-800-933-3734.

Speaker speaker_2: All right. And, um... Yeah, this doesn't seem to... 'cause the APL that I'm looking at doesn't have the, like an Rx bin number or any of the... They have that... Well, I guess it does have a line for that.

Speaker speaker_1: I can't hear you, sir. You're breaking up.

Speaker speaker_2: Sorry about that. Um, I'll, uh, I'll give this number a call and, uh, see if they can help me out.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Brandon?

Speaker speaker_2: Uh, nope. You're, you've been a great help.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your night.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.