

Transcript: Malcolm

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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, Malcolm. I'm calling to inquire if a new insurance card is available or would the policy number and everything be the same? Ma'am, what staff does the company work for? PRC. What's the last four of your social? 3814. First name? Alexis. Last name? Peed. Okay. For security purposes can you verify your address and date of birth for me? Yes. 5801 Zeppelin Road, Unit 265, Macon, Georgia 31210, January 11th, 1996. Thank you. So we got your phone number, 678-4... I mean that's 749-4017? That's correct. And we get email at spellyourfirst17@hotmail.com? Yes. Thank you. Let's see. I signed up for additional coverages, but when they put it through, it's not... I'm not sure if the number changed or what. Because I signed up for like the FreeRx, like for prescriptions and things, but it's still the same. So I'm not sure if that's something separate or what am I doing incorrectly? Oh, yeah. FreeRx will be separate. You have to go to the FreeRx website and then you will claim your account and you'll get your card on the website. Well, let me try that really quick. But as far as the other... What else did you sign up for? Um... That you added that wasn't there before? Mm-hmm. Because let's see, before you had the VIP Plus, the Vision, the Critical Illness and the Dental. So outside of that, those are the only ones that will have cards, and the FreeRx card is online. Okay. So I'm here on member login. Just give me one second because I'm like, I'm paying for this and I gave them the insurance because I thought it was through the same thing, so- Mm-hmm. So yeah, you go to Member Login and you hit New User Registration. And then you put your first name, last name, your email and your social security. Okay. And then you should receive an email following up. Okay, it says email has been sent. Yep, you just follow up through the email and the email will give you the information. Uh, I'm not sure why it's taking so long. It says enroll at Benefits in a Card, is that the same thing? Okay. Were you able to find it, Ms. Peed? I am. So now that it says welcome to FreeRx Member Resource Center, now what do I do? Your ID card should be... Are you on your phone or are you on the website? Um, I'm on my phone. Okay, so your card, if you go to the website, you will be able to find your card on the website. Um, from your, uh, from a computer. I'm not sure how it'll work from a phone because typically people use their computers. Okay, I have Dashboard, but it doesn't tell me... That's the Phone Documents, Member Documents. Member Profile. Yeah, typically if you're on the computer it will show up on your dashboard, yeah, uh, your medical card would. Okay, maybe I should try to call them because it's not there. It just has virtual help. At the top it says welcome to freerx.com Member Resource Center but that's it. And I'm under the Dashboard. It is possible just you might, you aren't able to see because you're on your mobile, you're doing it from the mobile phone. But will it email me a copy as well or no? I don't believe so because you do have access to it once you log into it on the website. And then once, if you're on the desktop

version you can print and download your card from the desktop version. Okay. Well thank you so much. No problem, Ms. Peed. Was there anything else I can help you with today? No, you've been great. No problem if there's... And if you have any more questions feel free to give us a call back because we're open 8:00 AM to 8:00 PM Eastern Time Monday through Friday. Okay, perfect. Okay. If there's nothing else, Ms. Peed, thanks for calling Benefits in a Card. I hope you have a great rest of your day. You too, have a good day. Thank you.

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, Malcolm. I'm calling to inquire if a new insurance card is available or would the policy number and everything be the same?

Speaker speaker_1: Ma'am, what staff does the company work for?

Speaker speaker_2: PRC.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 3814.

Speaker speaker_1: First name?

Speaker speaker_2: Alexis.

Speaker speaker_1: Last name?

Speaker speaker_2: Peed.

Speaker speaker_1: Okay. For security purposes can you verify your address and date of birth for me?

Speaker speaker_2: Yes. 5801 Zeppelin Road, Unit 265, Macon, Georgia 31210, January 11th, 1996.

Speaker speaker_1: Thank you. So we got your phone number, 678-4... I mean that's 749-4017?

Speaker speaker_2: That's correct.

Speaker speaker_1: And we get email at spellyourfirst17@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Let's see.

Speaker speaker_2: I signed up for additional coverages, but when they put it through, it's not... I'm not sure if the number changed or what. Because I signed up for like the FreeRx, like for prescriptions and things, but it's still the same. So I'm not sure if that's something separate or what am I doing incorrectly?

Speaker speaker_1: Oh, yeah. FreeRx will be separate. You have to go to the FreeRx website and then you will claim your account and you'll get your card on the website.

Speaker speaker_2: Well, let me try that really quick. But as far as the other...

Speaker speaker_1: What else did you sign up for?

Speaker speaker_2: Um...

Speaker speaker_1: That you added that wasn't there before?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Because let's see, before you had the VIP Plus, the Vision, the Critical Illness and the Dental. So outside of that, those are the only ones that will have cards, and the FreeRx card is online.

Speaker speaker_2: Okay. So I'm here on member login. Just give me one second because I'm like, I'm paying for this and I gave them the insurance because I thought it was through the same thing, so-

Speaker speaker_1: Mm-hmm. So yeah, you go to Member Login and you hit New User Registration. And then you put your first name, last name, your email and your social security.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you should receive an email following up.

Speaker speaker_2: Okay, it says email has been sent.

Speaker speaker_1: Yep, you just follow up through the email and the email will give you the information.

Speaker speaker_2: Uh, I'm not sure why it's taking so long. It says enroll at Benefits in a Card, is that the same thing? Okay.

Speaker speaker_1: Were you able to find it, Ms. Peed?

Speaker speaker_2: I am. So now that it says welcome to FreeRx Member Resource Center, now what do I do?

Speaker speaker_1: Your ID card should be... Are you on your phone or are you on the website?

Speaker speaker_2: Um, I'm on my phone.

Speaker speaker_1: Okay, so your card, if you go to the website, you will be able to find your card on the website. Um, from your, uh, from a computer. I'm not sure how it'll work from a

phone because typically people use their computers.

Speaker speaker_2: Okay, I have Dashboard, but it doesn't tell me... That's the Phone Documents, Member Documents. Member Profile.

Speaker speaker_1: Yeah, typically if you're on the computer it will show up on your dashboard, yeah, uh, your medical card would.

Speaker speaker_2: Okay, maybe I should try to call them because it's not there. It just has virtual help. At the top it says welcome to freerx.com Member Resource Center but that's it. And I'm under the Dashboard.

Speaker speaker_1: It is possible just you might, you aren't able to see because you're on your mobile, you're doing it from the mobile phone.

Speaker speaker_2: But will it email me a copy as well or no?

Speaker speaker_1: I don't believe so because you do have access to it once you log into it on the website. And then once, if you're on the desktop version you can print and download your card from the desktop version.

Speaker speaker_2: Okay. Well thank you so much.

Speaker speaker_1: No problem, Ms. Peed. Was there anything else I can help you with today?

Speaker speaker_2: No, you've been great.

Speaker speaker_1: No problem if there's... And if you have any more questions feel free to give us a call back because we're open 8:00 AM to 8:00 PM Eastern Time Monday through Friday.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Okay. If there's nothing else, Ms. Peed, thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker_2: You too, have a good day.

Speaker speaker_1: Thank you.