

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, sir. I was calling... I spoke to a lady last week, and, uh, she told me to call back today. I was trying to... My insurance cards haven't come in the mail yet, and she said that y'all could email me a copy of my ID, my insurance cards. And what staffing company do you work for? Surge Staffing. You say- you say Surge? Yes, sir, Surge Staffing. Last four of your social? 0143. First name? Anthony. Last name? Anderson. And for security purposes, can you verify your address and date of birth for me? Yeah. My birthday's 03/08/87. And the address, is it 790 County Road 1216? No, sir. Okay. Uh, 4485 County Road 1212? Yes, sir. And the city- I need the city, state, zip code, and your date of birth. Uh, Diamond Mine, Alabama 35179, and my birthday's 03/08/87. Thank you. So we got your phone number at 256-673-5227? Yeah, 673-5227. Yep. And the email is dorealanderso30@gmail.com? Yes, sir. Thank you. So you just need... Is there an ID card sent to you? Yes, sir. All right. Do you mind, if I'm putting you on a brief hold, while I get those for you? That's fine. Thank you. Are you there, Mr. Anthony? Yes, sir. All right. So it doesn't look like your cards are just available yet. Only thing that I'll be able to provide you with right now is your policy numbers. Okay, but my insurance is effective, ain't it? Say that again? My insurance is effective, ain't it? Yes, sir. It became active on the 25th. Okay, but I don't have access to my insurance cards, 'cause I got a... I gotta go by the pharmacy when I get off and pick up my prescriptions, and I was gonna give them, uh... use my insurance so it's cheaper, so I ain't gotta pay it outta pocket. So have you went on to the FreeRx website and claimed your FreeRx account yet? What's that? Have you went to the FreeRx website and claimed your FreeRx account yet? Uh, I don't believe so. Uh, I did something earlier and it said account. Uh, I created account on something. And so your FreeRx reps will help with prescriptions as well. Your... The VIP classic plan covers prescriptions, but FreeRx gives you access to over 800 acute and chronic prescriptions as well. Um... Okay. I know with FreeRx you'll be... there... it takes them 24 hours to activate their... for your account to be activated once you've done it. Um, but all I have right now available is your policy numbers. Typically, the m- the ID cards aren't available till around Thursday or Friday once coverage is active. Okay. Well, the policy num- the policy numbers wouldn't do me no good at the pharmacy, would they? I'm not sure, 'cause we don't... We're not a, we're not a carrier. We're just a plan administrator. All we do is get you enrolled under enrollment from the health insurance. Okay. Well, I guess I'll write them down and see what they say. Okay. So I can give you your medical and then your dental one whenever you're ready. Okay, I'm ready for my medical. Your medical is 27... oh, wait, 257? What's that again? I'm sorry. It's 257- Yes, sir. 0321. Okay. And did you want the dental one, or you just need your medical? Just the medical. Okay. And yeah, so with your FreeRx account, you wanna go to that website and hit log in.

And then hit- So I just... So I just go to freerox.com? Yes, sir. And you wanna- Okay. ... hit member log in. Yes, sir. And you hit new user registration, and then you just type in your first name, your last name, your email address, then your social security number. Okay. And you should be... gain access to your account. You said that's freerox.com, correct? Yes, sir. And then type in member log in? No, so there should be a button that says member log in. Yeah, I found it. In the top, in the top right corner. Yeah, it asked me... I would go to new user registration. Yep. Okay, appreciate it. No problem, sir. Was there anything else I can help you with today, Mr. Anthony? That's it. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great holiday night. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, sir. I was calling... I spoke to a lady last week, and, uh, she told me to call back today. I was trying to... My insurance cards haven't come in the mail yet, and she said that y'all could email me a copy of my ID, my insurance cards.

Speaker speaker_1: And what staffing company do you work for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: You say- you say Surge?

Speaker speaker_2: Yes, sir, Surge Staffing.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: 0143.

Speaker speaker_1: First name?

Speaker speaker_2: Anthony.

Speaker speaker_1: Last name?

Speaker speaker_2: Anderson.

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

Speaker speaker_2: Yeah. My birthday's 03/08/'87. And the address, is it 790 County Road 1216?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. Uh, 4485 County Road 1212?

Speaker speaker_1: Yes, sir. And the city- I need the city, state, zip code, and your date of birth.

Speaker speaker_2: Uh, Diamond Mine, Alabama 35179, and my birthday's 03/08/87.

Speaker speaker_1: Thank you. So we got your phone number at 256-673-5227?

Speaker speaker_2: Yeah, 673-5227.

Speaker speaker_1: Yep. And the email is dorealanderso30@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. So you just need... Is there an ID card sent to you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Do you mind, if I'm putting you on a brief hold, while I get those for you?

Speaker speaker_2: That's fine.

Speaker speaker_1: Thank you. Are you there, Mr. Anthony?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So it doesn't look like your cards are just available yet. Only thing that I'll be able to provide you with right now is your policy numbers.

Speaker speaker_2: Okay, but my insurance is effective, ain't it?

Speaker speaker_1: Say that again?

Speaker speaker_2: My insurance is effective, ain't it?

Speaker speaker_1: Yes, sir. It became active on the 25th.

Speaker speaker_2: Okay, but I don't have access to my insurance cards, 'cause I got a... I gotta go by the pharmacy when I get off and pick up my prescriptions, and I was gonna give them, uh... use my insurance so it's cheaper, so I ain't gotta pay it outta pocket.

Speaker speaker_1: So have you went on to the FreeRx website and claimed your FreeRx account yet?

Speaker speaker_2: What's that?

Speaker speaker_1: Have you went to the FreeRx website and claimed your FreeRx account yet?

Speaker speaker_2: Uh, I don't believe so. Uh, I did something earlier and it said account. Uh, I created account on something.

Speaker speaker_1: And so your FreeRx reps will help with prescriptions as well. Your... The VIP classic plan covers prescriptions, but FreeRx gives you access to over 800 acute and

chronic prescriptions as well. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: I know with FreeRx you'll be... there... it takes them 24 hours to activate their... for your account to be activated once you've done it. Um, but all I have right now available is your policy numbers. Typically, the m- the ID cards aren't available till around Thursday or Friday once coverage is active.

Speaker speaker_2: Okay. Well, the policy num- the policy numbers wouldn't do me no good at the pharmacy, would they?

Speaker speaker_1: I'm not sure, 'cause we don't... We're not a, we're not a carrier. We're just a plan administrator. All we do is get you enrolled under enrollment from the health insurance.

Speaker speaker_2: Okay. Well, I guess I'll write them down and see what they say.

Speaker speaker_1: Okay. So I can give you your medical and then your dental one whenever you're ready.

Speaker speaker_2: Okay, I'm ready for my medical.

Speaker speaker_1: Your medical is 27... oh, wait, 257?

Speaker speaker_2: What's that again? I'm sorry.

Speaker speaker_1: It's 257-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: 0321.

Speaker speaker_2: Okay.

Speaker speaker_1: And did you want the dental one, or you just need your medical?

Speaker speaker_2: Just the medical.

Speaker speaker_1: Okay. And yeah, so with your FreeRx account, you wanna go to that website and hit log in. And then hit-

Speaker speaker_2: So I just... So I just go to freerox.com?

Speaker speaker_1: Yes, sir. And you wanna-

Speaker speaker_2: Okay.

Speaker speaker_1: ... hit member log in.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And you hit new user registration, and then you just type in your first name, your last name, your email address, then your social security number.

Speaker speaker_2: Okay.

Speaker speaker_1: And you should be... gain access to your account.

Speaker speaker_2: You said that's freerox.com, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And then type in member log in?

Speaker speaker_1: No, so there should be a button that says member log in.

Speaker speaker_2: Yeah, I found it.

Speaker speaker_1: In the top, in the top right corner.

Speaker speaker_2: Yeah, it asked me... I would go to new user registra- registration.

Speaker speaker_1: Yep.

Speaker speaker_2: Okay, appreciate it.

Speaker speaker_1: No problem, sir. Was there anything else I can help you with today, Mr. Anthony?

Speaker speaker_2: That's it.

Speaker speaker_1: There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great holiday night.

Speaker speaker_2: You too.