

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car Hi, I was just wondering if you would be to provide me with my pharmacy insurance card? Who do you work for, ma'am? I'm sorry? What staffing company do you work for? Uh, TRC. The last four of your Social? 7316. First name? Margarita. Last name? DeLeon. For security purposes, can you verify your address and date of birth for me? 3703 Wurzbach Road, Se- uh, San Antonio, Texas 78238, Apartment 1526. And I'm sorry, what was that other thing? Your date of birth? 3/21/97. Yeah. So yeah, your phone number, 210-956-2497? Yes. And the email is margaritadeleon0321@gmail.com? Yes. Thank you. So are you issuing me a medical card? You need your medical card sent to you? Uh, the pharmacy card, is there like a pharmacy card? 'Cause I tried to use that one at the pharmacy and it didn't work. Well, so you wouldn't have, um, a separate pharmacy card. All you have is the VIP... All you have is the VIP Standard. Okay. What does that mean? That's your medical card. That one covers doctors, hospitals and prescriptions. Okay. 'Cause I thought that's too... Is it the APL one? Yeah, American Public Life is the carrier for it. Okay. Maybe it's a different card that I showed them. But you might be showing us your dental card? Is it, does it- No. Did you call and request a physical card at any point? I do have the physical card. The medical one or the dental one? This is the medical one. It says medical on it? Yes. It says... Let's see. Individual limited benefit med plan. Okay. So yeah, that will be the only card that I would be able to give you. Okay. 'Cause I showed them this one and they said this wasn't the correct one. This is a medical one. Let's see. Give me one moment. Mm-hmm. So I can give you a phone number to call for your Pharmacovail access. Okay. I'm sorry. What re- what number were you giving me for? For Pharmacovail. That's for your prescriptions. Oh. Hmm. Because I called them earlier. You're breaking up. So I called them earlier, who gave me this number to call. And what they say, what did they say you to give us, where did they say you to call from, ma'am? Because... Because they stated that they wouldn't be able to send it to me, it would be this number that would be able to send it to me. So we're not a carrier. We're just a plan administrator. All we do is get you enrolled or unenrolled from the health insurance. Okay. So what number was, number was it that you called earlier? So this first number, I called three numbers actually today and they kind of gave me the runaround. So I first called the number that's on the card, um, that 800 number. It's 800-256-8606. And then they gave me- Mm-hmm. ... the number too, that's Pharmacovail. Um, and then I called them. And then they gave me this number to call because they stated that they couldn't print out the card or send it to me, that I'll have to call this number. Well, what's the phone number that you called for Pharmacovail? So I have 1-800-933-3734. Okay. That's the right number. I'm not sure why they were redirecting to us, 'cause you already have the ID card that we would be able to send. Mm-hmm. If you're saying, if you're saying the card that you says, the card as you have

says, what it says. That's the only card that I have to send you as well. It should have... So do you, does your ID card have the Pharmacovail customer service with a BIN number, group number, PCN? Yes. Yeah. So that'd be the only, and it says BIN number 610114? Yes. And group number IMA9435G? Yes. Yeah. So that's the, that's the only card that I would be able to send you. Okay. Well, I'll try giving them a call again. Well, was there anything else that I can help you with today, Ms. DeLeon? No, that, that was all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. 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 the Car

Speaker speaker_2: Hi, I was just wondering if you would be to provide me with my pharmacy insurance card?

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 7316.

Speaker speaker_1: First name?

Speaker speaker_2: Margarita.

Speaker speaker_1: Last name?

Speaker speaker_2: DeLeon.

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

Speaker speaker_2: 3703 Wurzbach Road, Se- uh, San Antonio, Texas 78238, Apartment 1526. And I'm sorry, what was that other thing?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 3/21/97.

Speaker speaker_1: Yeah. So yeah, your phone number, 210-956-2497?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is margaritadeleon0321@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So are you issuing me a medical card? You need your medical card sent to you?

Speaker speaker_2: Uh, the pharmacy card, is there like a pharmacy card? 'Cause I tried to use that one at the pharmacy and it didn't work.

Speaker speaker_1: Well, so you wouldn't have, um, a separate pharmacy card. All you have is the VIP... All you have is the VIP Standard.

Speaker speaker_2: Okay. What does that mean?

Speaker speaker_1: That's your medical card. That one covers doctors, hospitals and prescriptions.

Speaker speaker_2: Okay. 'Cause I thought that's too... Is it the APL one?

Speaker speaker_1: Yeah, American Public Life is the carrier for it.

Speaker speaker_2: Okay. Maybe it's a different card that I showed them.

Speaker speaker_1: But you might be showing us your dental card? Is it, does it-

Speaker speaker_2: No.

Speaker speaker_1: Did you call and request a physical card at any point?

Speaker speaker_2: I do have the physical card.

Speaker speaker_1: The medical one or the dental one?

Speaker speaker_2: This is the medical one.

Speaker speaker_1: It says medical on it?

Speaker speaker_2: Yes. It says... Let's see.

Speaker speaker_3: Individual limited benefit med plan.

Speaker speaker_1: Okay. So yeah, that will be the only card that I would be able to give you.

Speaker speaker_2: Okay. 'Cause I showed them this one and they said this wasn't the correct one. This is a medical one.

Speaker speaker_1: Let's see. Give me one moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I can give you a phone number to call for your Pharmacovail access.

Speaker speaker_2: Okay. I'm sorry. What re- what number were you giving me for?

Speaker speaker_1: For Pharmacovail. That's for your prescriptions.

Speaker speaker_2: Oh. Hmm.

Speaker speaker_3: Because I called them earlier.

Speaker speaker_1: You're breaking up.

Speaker speaker_3: So I called them earlier, who gave me this number to call.

Speaker speaker_1: And what they say, what did they say you to give us , where did they say you to call from, ma'am?

Speaker speaker_3: Because... Because they stated that they wouldn't be able to send it to me, it would be this number that would be able to send it to me.

Speaker speaker_1: So we're not a carrier. We're just a plan administrator. All we do is get you enrolled or unenrolled from the health insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: So what number was, number was it that you called earlier?

Speaker speaker_2: So this first number, I called three numbers actually today and they kind of gave me the runaround. So I first called the number that's on the card, um, that 800 number. It's 800-256-8606. And then they gave me-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... the number too, that's Pharmacovail. Um, and then I called them. And then they gave me this number to call because they stated that they couldn't print out the card or send it to me, that I'll have to call this number.

Speaker speaker_1: Well, what's the phone number that you called for Pharmacovail?

Speaker speaker_2: So I have 1-800-933-3734.

Speaker speaker_1: Okay. That's the right number. I'm not sure why they were redirecting to us, 'cause you already have the ID card that we would be able to send.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you're saying, if you're saying the card that you says, the card as you have says, what it says. That's the only card that I have to send you as well. It should have... So do you, does your ID card have the Pharmacovail customer service with a BIN number, group number, PCN?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. So that'd be the only, and it says BIN number 610114?

Speaker speaker_2: Yes.

Speaker speaker_1: And group number IMA9435G?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. So that's the, that's the only card that I would be able to send you.

Speaker speaker_2: Okay. Well, I'll try giving them a call again.

Speaker speaker_1: Well, was there anything else that I can help you with today, Ms. DeLeon?

Speaker speaker_2: No, that, that was all. Thank you.

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

Speaker speaker_2: You too. Bye.