

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Tenor Card. This is Pamela speaking. How may I help you? Yeah, I, I need some help. Um, I went to see a doctor couple weeks ago and I'm supposed to be getting a prescription from Lee's Summit Pharmacy and they said they had to go through my insurance. But the thing is, I work with, um, Focus out at Arm & Hammer and they set me up with y'all's insurance. Like, I've been there two and a half years and I've already gotten another card, but at the first of the year, I had to redo my paperwork and, um, my boss was saying I denied my insurance. So I, I need to get it reinstated. Set, set back up the way it was. So- 'Cause I gotta call this pharmacy. Go ahead. May I have the last four digits of your social so I can pull up your file? My Social Security? Yeah, the last four digits. Let's see, uh, 24620... 2080. First name, last name? Robert's my first name and Brewer is my last name. Mr. Brewer, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 200 North Bradley, Harrisonville, Missouri. Apartment B. As you sleep post 64701? Yeah. And we have a phone number on file, 816-308-7146, and your email is, your first name- Oh yeah, that's my phone number. ... and your last name at yahoo.com? Yes. Okay. So I'm gonna have to reach out to the eligibility department and see if it's- Do what now? I will have to reach out to the eligibility department. Uh-huh. And, uh, before I'm able to, to see if we able to reinstate your benefits. Is there a specific time to call you, sir? Anytime. All right. Um, I'm not sure as I'm gonna be able to reach back to you today because of the time we are in. We work Eastern time. Um- Yes. But definitely tomorrow I'll give you a call. My name is Pamela and I will be reaching out to you. You're Pamela? Yes, sir. Okay. 'Cause I, I really- Mm-hmm. 'Cause I'm dealing, I'm dealing with eczema and I went to see a doctor and I'm, she's supposed to give me some medicine from Lee's Summit. I don't know why they just couldn't give it to me. And I paid cash for it like I do, usually do my other medications here at my pharmacy. But I'm gonna- The- ... call the Lee's Summit Pharmacy and let them know I'll talk to you and that you'll be contacting me back wh- so they'll know, okay? So you... So you don't recall canceling your benefits? Huh? Did you request to cancel the benefits or you, you don't recall? No, I want to activate it. I- I understand, but I'm saying we receive a cancellation request, so that's why I'm asking if you requested to be canceled. No, no, I did not request it. I don't know how that happened. I don't really understand how this works. All right. Okay. So I'm gonna reach out to them and as soon as I get an answer, I'll give back, uh, get back to you. Most likely it might be tomorrow. All right. Th- this is very important. All right? Thank you very much. No problem, sir. Thank you. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Tenor Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, I, I need some help. Um, I went to see a doctor couple weeks ago and I'm supposed to be getting a prescription from Lee's Summit Pharmacy and they said they had to go through my insurance. But the thing is, I work with, um, Focus out at Arm & Hammer and they set me up with y'all's insurance. Like, I've been there two and a half years and I've already gotten another card, but at the first of the year, I had to redo my paperwork and, um, my boss was saying I denied my insurance. So I, I need to get it reinstated. Set, set back up the way it was.

Speaker speaker_0: So-

Speaker speaker_1: 'Cause I gotta call this pharmacy. Go ahead.

Speaker speaker_0: May I have the last four digits of your social so I can pull up your file?

Speaker speaker_1: My Social Security?

Speaker speaker_0: Yeah, the last four digits.

Speaker speaker_1: Let's see, uh, 24620... 2080.

Speaker speaker_0: First name, last name?

Speaker speaker_1: Robert's my first name and Brewer is my last name.

Speaker speaker_0: Mr. Brewer, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 200 North Bradley, Harrisonville, Missouri. Apartment B.

Speaker speaker_0: As you sleep post 64701?

Speaker speaker_1: Yeah.

Speaker speaker_0: And we have a phone number on file, 816-308-7146, and your email is, your first name-

Speaker speaker_1: Oh yeah, that's my phone number.

Speaker speaker_0: ... and your last name at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm gonna have to reach out to the eligibility department and see if it's-

Speaker speaker_1: Do what now?

Speaker speaker_0: I will have to reach out to the eligibility department.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And, uh, before I'm able to, to see if we able to reinstate your benefits. Is there a specific time to call you, sir?

Speaker speaker_1: Anytime.

Speaker speaker_0: All right. Um, I'm not sure as I'm gonna be able to reach back to you today because of the time we are in. We work Eastern time. Um-

Speaker speaker_1: Yes.

Speaker speaker_0: But definitely tomorrow I'll give you a call. My name is Pamela and I will be reaching out to you.

Speaker speaker_1: You're Pamela?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. 'Cause I, I really-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 'Cause I'm dealing, I'm dealing with eczema and I went to see a doctor and I'm, she's supposed to give me some medicine from Lee's Summit. I don't know why they just couldn't give it to me. And I paid cash for it like I do, usually do my other medications here at my pharmacy. But I'm gonna-

Speaker speaker_0: The-

Speaker speaker_1: ... call the Lee's Summit Pharmacy and let them know I'll talk to you and that you'll be contacting me back wh- so they'll know, okay?

Speaker speaker_0: So you... So you don't recall canceling your benefits?

Speaker speaker_1: Huh?

Speaker speaker_0: Did you request to cancel the benefits or you, you don't recall?

Speaker speaker_1: No, I want to activate it. I-

Speaker speaker_0: I understand, but I'm saying we receive a cancellation request, so that's why I'm asking if you requested to be canceled.

Speaker speaker_1: No, no, I did not request it. I don't know how that happened. I don't really understand how this works.

Speaker speaker_0: All right. Okay. So I'm gonna reach out to them and as soon as I get an answer, I'll give back, uh, get back to you. Most likely it might be tomorrow.

Speaker speaker_1: All right. Th- this is very important.

Speaker speaker_0: All right?

Speaker speaker_1: Thank you very much.

Speaker speaker_0: No problem, sir. Thank you.

Speaker speaker_1: All right, bye.