

Transcript: Pamela

Blanc-6268858826801152-5873015728685056

Full Transcript

Thank you for calling . How can I help you? Yes, hi, was calling to try to get my, uh, my, uh, for my, um, pharm- my pharmacy prescriptions. I haven't received my card for that yet, so I was trying to... Who do you work for? With, uh, BSG. What was the name of the staffing agency? I think it's BSG. BSG? Is that how you- BG. Is that how you- It's BG. Okay. It's BGSO 2725. Your first and last name? Ladetria Lambert. Ms. Lambert, 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? 12/05/84 date of birth, and 5422 Lexington Avenue, Benton, Arkansas 72019. So we have the phone number on file, 501-256-2793. Mm-hmm. And your email is your first name last name @gmail.com? Yes. All right. I'm gonna put you in a brief hold where I pull up the ID card to email it to you. Okay. All right. Hello? Hello? Ooh.Hello? Hello. Hello? This is Ms. Ambrose? Yes. Yes. I'm here. I will need the dental division and the instruction on how to set up your prescription plan online. Okay. Now, I'm trying to pull up your medical card, but it- Okay. ... the system is not helping me. I don't know, it's been having issue all day. So what I'm gonna keep trying. If I'm able to pull it up, I will email it to you today. I did... The prescription? The prescription card? Well, um, you get the free RX plan, which you could get your prescriptions for free. Uh, I'll send you an email for how to set it up, the information, online. Okay. You could try doing that and using that. Um, and so I'm trying to figure out if I'm able to pull up your other ID card or... 'Cause the medical card only comes through for preventive care medication, um, like blood pressure and stuff like that, cholesterol medication. Okay. So- Okay. ... um, check for the emails. It's, uh, coming in from info@benefitsinacard. Check your- Okay. ... spam junk mail every day. You have to register online in order to be able to use those benefits. Um- Okay. ... if we... I'm not able to put it up, put it up today. I will go send, send out an email to our, to the carrier so that they know they were not able to pull up the ID card. Oh. And is there a specific time to call you back, ma'am? No, you can call me back anytime. Okay. So as soon as I, I'm able to, uh, figure out, I'll give you a call. Um, most likely it's gonna be tomorrow because right, it's seven o'clock Eastern Time, I'm not gonna find anybody to help me at this time. But definitely tomorrow morning, I will be able to if the system don't allow me to get it today. Okay. All right? All right, thank you. Um, don't forget register online for your prescription plan. Okay, thank you. All right, thank you. Thanks. Hope you have a wonderful rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling .

Speaker speaker_1: How can I help you?

Speaker speaker_0: Yes, hi, was calling to try to get my, uh, my, uh, for my, um, pharm- my pharmacy prescriptions. I haven't received my card for that yet, so I was trying to...

Speaker speaker_1: Who do you work for?

Speaker speaker_0: With, uh, BSG.

Speaker speaker_1: What was the name of the staffing agency?

Speaker speaker_0: I think it's BSG.

Speaker speaker_1: BSG? Is that how you-

Speaker speaker_0: BG.

Speaker speaker_1: Is that how you-

Speaker speaker_0: It's BG.

Speaker speaker_1: Okay.

Speaker speaker_0: It's BGSO 2725.

Speaker speaker_1: Your first and last name?

Speaker speaker_0: Ladetria Lambert.

Speaker speaker_1: Ms. Lambert, 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_0: 12/05/84 date of birth, and 5422 Lexington Avenue, Benton, Arkansas 72019.

Speaker speaker_1: So we have the phone number on file, 501-256-2793.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And your email is your first name last name @gmail.com?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. I'm gonna put you in a brief hold where I pull up the ID card to email it to you.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: Hello? Hello? Ooh.

Speaker speaker_2: Hello?

Speaker speaker_3: Hello.

Speaker speaker_2: Hello?

Speaker speaker_4: This is Ms. Ambrose?

Speaker speaker_3: Yes. Yes. I'm here.

Speaker speaker_4: I will need the dental division and the instruction on how to set up your prescription plan online.

Speaker speaker_3: Okay.

Speaker speaker_4: Now, I'm trying to pull up your medical card, but it-

Speaker speaker_3: Okay.

Speaker speaker_4: ... the system is not helping me. I don't know, it's been having issue all day. So what I'm gonna keep trying. If I'm able to pull it up, I will email it to you today.

Speaker speaker_3: I did... The prescription? The prescription card?

Speaker speaker_4: Well, um, you get the free RX plan, which you could get your prescriptions for free. Uh, I'll send you an email for how to set it up, the information, online.

Speaker speaker_3: Okay.

Speaker speaker_4: You could try doing that and using that. Um, and so I'm trying to figure out if I'm able to pull up your other ID card or... 'Cause the medical card only comes through for preventive care medication, um, like blood pressure and stuff like that, cholesterol medication.

Speaker speaker_3: Okay.

Speaker speaker_4: So-

Speaker speaker_3: Okay.

Speaker speaker_4: ... um, check for the emails. It's, uh, coming in from info@benefitsinacard. Check your-

Speaker speaker_3: Okay.

Speaker speaker_4: ... spam junk mail every day. You have to register online in order to be able to use those benefits. Um-

Speaker speaker_3: Okay.

Speaker speaker_4: ... if we... I'm not able to put it up, put it up today. I will go send, send out an email to our, to the carrier so that they know they were not able to pull up the ID card.

Speaker speaker_3: Oh.

Speaker speaker_4: And is there a specific time to call you back, ma'am?

Speaker speaker_3: No, you can call me back anytime.

Speaker speaker_4: Okay. So as soon as I, I'm able to, uh, figure out, I'll give you a call. Um, most likely it's gonna be tomorrow because right, it's seven o'clock Eastern Time, I'm not gonna find anybody to help me at this time. But definitely tomorrow morning, I will be able to if the system don't allow me to get it today.

Speaker speaker_3: Okay.

Speaker speaker_4: All right?

Speaker speaker_3: All right, thank you.

Speaker speaker_4: Um, don't forget register online for your prescription plan.

Speaker speaker_3: Okay, thank you.

Speaker speaker_4: All right, thank you.

Speaker speaker_3: Thanks.

Speaker speaker_4: Hope you have a wonderful rest of the day.

Speaker speaker_3: You too.