

Transcript: Pearl

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Full Transcript

Hi. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. So now I have the pleasure of speaking with... Uh, Nancy Gray. How can I assist you? Um, I... Not exactly which card. I have multiple cards here. I have APL, I have WorkSource, Allegiant, uh, MedPac, Impact Pharmacy, and then Visual, Vision and Dental. Um, I tried using the w- uh, pharmacy card the other day, the pharmacy part of it at the pharmacy for my medicine and it was saying that I wasn't, uh, I guess registered or in the system or... But I know that the money is coming out of my paycheck. Okay. And you work with Allegiant? I work through, uh, WorkSource. WorkSource, okay. And what are the last four digits of your social? Um, 5840. All righty. Let's take a look here, Miss Nancy. And if you can verify your address and date of birth. Um, 12283 Cold Springs Road, Booneville, Arkansas 72927. Um, date of birth is 8/27/74. Okay. And I have your phone number as 479-849-0290? Yes, ma'am. And I have your email address as nancy_gray at yahoo.com? Yes. So you do have active coverage and then you do have some prescription coverage under your VIP Classic plan. Um, so I'm not sure why they're telling you that you don't, you're not in the system or you're not active 'cause you do have active prescription coverage. Um... That's what I thought. I mean, I have... I mean, it's coming out of my paycheck and I have the medical cards. I mean, you sent them. I mean, I received them in the mail, so... Mm-hmm. I don't understand what's going on with it. I mean... I'm not sure. Um, and what card are you getting when you try to use the plan? Um, is it a... Well, on this little bitty card right here, it says member and then it says pharmacy and then it says medical and then vision and then on the back of it, it says providers and then vision on the back of it. Um, on the pharmacy portion, it says MedImpact. Mm-hmm. Does that involve y'all? Um, yes. That's, that we work with them as well. So the card that you should be showing when you go to the pharmacy is the one that says APL on it. Oh, okay. The APL one. Mm-hmm. Okay. So is that the, uh... It should say Limited Benefit Plan. Um, it'll say American Public Life. Yeah. And it'll say like your group name, WorkSource, your name, and then it should say Limited Benefit Plan. Okay. That's the one you would use when you're at the pharmacy. Okay. Show them the- Okay. I'm showing them the wrong one then. Because I got, I've got three of those. I got one for the dental, um, let's see. Actually there's four for dental and then two for, uh, medical. I guess both of these are medical. So the- So they should be... You should have one... You should have two APL cards. One will say dental and then one will say, um, Limited Benefit Plan. Um, I got... Actually I got four. Well, I mean, they're all the same. I got four cards that are group voluntary dental and then I've got two APL cards that are Limited Benefit Medical Plan. That... Two of those. Oh yeah, 'cause it's... Um, let's see. Hm. How come you have so many is the question. I don't know because I got, I literally got four cards that are for dental but I don't have for vision. But I do have two for medical it looks like. Is there any difference on the cards? Maybe the, the... Hmm. Are they exactly the same

cards? Mm-mm. Uh, they're all four of... No. Hold on a minute. They are different. The policy numbers are different while I'm looking at them right now. Um, one of the policy number, um, is oh- 02592888 and the other one is 02605068. Okay. What I'm going to do is I'm just going to send you new cards to your email. Okay. That works. That way- Yeah. ... you get the most recent one and you're using the right ones. Um, and then- Okay. ... from the ones I send you, you're just gonna use the one that says Limited Benefit Plan on it. For the medical part? Yes. For the medical and the- Okay. ... prescription coverage. Okay. Medical and prescription. VIP. VIC. Both of them? Mm-hmm. Okay. All right. That works for me. Uh, what about the vision? Is that through y'all also, the APL also? It's through MetLife. Okay. The vision part is? Yes. Okay. I see it. It's on the back of the other card. Okay. All right. I got it. All right. Thank you ma'am. All right. And your information is- No problem. Um, that email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Okay? Okay. All right. Thank you so much for calling. You have a great day. All right. Thank you.

Conversation Format

Speaker speaker_0: Hi. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. So now I have the pleasure of speaking with...

Speaker speaker_1: Uh, Nancy Gray.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I... Not exactly which card. I have multiple cards here. I have APL, I have WorkSource, Allegiant, uh, MedPac, Impact Pharmacy, and then Visual, Vision and Dental. Um, I tried using the w- uh, pharmacy card the other day, the pharmacy part of it at the pharmacy for my medicine and it was saying that I wasn't, uh, I guess registered or in the system or... But I know that the money is coming out of my paycheck.

Speaker speaker_0: Okay. And you work with Allegiant?

Speaker speaker_1: I work through, uh, WorkSource.

Speaker speaker_0: WorkSource, okay. And what are the last four digits of your social?

Speaker speaker_1: Um, 5840.

Speaker speaker_0: All righty. Let's take a look here, Miss Nancy. And if you can verify your address and date of birth.

Speaker speaker_1: Um, 12283 Cold Springs Road, Booneville, Arkansas 72927. Um, date of birth is 8/27/74.

Speaker speaker_0: Okay. And I have your phone number as 479-849-0290?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as nancy_gray at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So you do have active coverage and then you do have some prescription coverage under your VIP Classic plan. Um, so I'm not sure why they're telling you that you don't, you're not in the system or you're not active 'cause you do have active prescription coverage. Um...

Speaker speaker_1: That's what I thought. I mean, I have... I mean, it's coming out of my paycheck and I have the medical cards. I mean, you sent them. I mean, I received them in the mail, so...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I don't understand what's going on with it. I mean...

Speaker speaker_0: I'm not sure. Um, and what card are you getting when you try to use the plan?

Speaker speaker_1: Um, is it a... Well, on this little bitty card right here, it says member and then it says pharmacy and then it says medical and then vision and then on the back of it, it says providers and then vision on the back of it. Um, on the pharmacy portion, it says MedImpact.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Does that involve y'all?

Speaker speaker_0: Um, yes. That's, that we work with them as well. So the card that you should be showing when you go to the pharmacy is the one that says APL on it.

Speaker speaker_1: Oh, okay. The APL one.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. So is that the, uh...

Speaker speaker_0: It should say Limited Benefit Plan. Um, it'll say American Public Life.

Speaker speaker_1: Yeah.

Speaker speaker_0: And it'll say like your group name, WorkSource, your name, and then it should say Limited Benefit Plan.

Speaker speaker_1: Okay.

Speaker speaker_0: That's the one you would use when you're at the pharmacy.

Speaker speaker_1: Okay.

Speaker speaker_2: Show them the-

Speaker speaker_1: Okay. I'm showing them the wrong one then. Because I got, I've got three of those. I got one for the dental, um, let's see. Actually there's four for dental and then two for, uh, medical. I guess both of these are medical. So the-

Speaker speaker_0: So they should be... You should have one... You should have two APL cards. One will say dental and then one will say, um, Limited Benefit Plan.

Speaker speaker_1: Um, I got... Actually I got four. Well, I mean, they're all the same. I got four cards that are group voluntary dental and then I've got two APL cards that are Limited Benefit Medical Plan. That... Two of those.

Speaker speaker_0: Oh yeah, 'cause it's... Um, let's see. Hm. How come you have so many is the question.

Speaker speaker_1: I don't know because I got, I literally got four cards that are for dental but I don't have for vision. But I do have two for medical it looks like.

Speaker speaker_0: Is there any difference on the cards? Maybe the, the... Hmm. Are they exactly the same cards?

Speaker speaker_1: Mm-mm. Uh, they're all four of... No. Hold on a minute. They are different. The policy numbers are different while I'm looking at them right now. Um, one of the policy number, um, is oh- 02592888 and the other one is 02605068.

Speaker speaker_0: Okay. What I'm going to do is I'm just going to send you new cards to your email.

Speaker speaker_1: Okay. That works.

Speaker speaker_0: That way-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you get the most recent one and you're using the right ones. Um, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from the ones I send you, you're just gonna use the one that says Limited Benefit Plan on it.

Speaker speaker_1: For the medical part?

Speaker speaker_0: Yes. For the medical and the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... prescription coverage.

Speaker speaker_1: Okay. Medical and prescription. VIP. VIC. Both of them?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. All right. That works for me. Uh, what about the vision? Is that through y'all also, the APL also?

Speaker speaker_0: It's through MetLife.

Speaker speaker_1: Okay. The vision part is?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. I see it. It's on the back of the other card. Okay. All right. I got it. All right. Thank you ma'am.

Speaker speaker_0: All right.

Speaker speaker_2: And your information is-

Speaker speaker_0: No problem. Um, that email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. Thank you.