

Transcript: Pearl

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Full Transcript

Hi, I can take your message again. Thank you for calling Benefits in a Card. My name is Pearl Hoodo. Who am I speaking with? Charles Burns. And how can I assist you? Uh, I'm trying to figure out how come... Uh, I'm trying to get my medicine from Walmart and it's not taking nothing off with my insurance that I have. Not at all. It actually costs- Okay. ... me more with the insurance supposedly than it does if I go in and buy it myself. Okay, what's the name of the staff agency you work for? It's, uh, SST, Serious Skilled Trades. And the last four digits of your social? 6827. All righty. Can I get- This is gonna be so funny. ... you to verify your address and date of birth? 112 South River Avenue, Exton, Nebraska, 68351, phone 365. And have you phoned the rest 402-814-0837? Yes, ma'am. And have you emailed us as your last name dot your first name at your health.com? Yes. Okay. Should be it, this number. Yeah, I just called Walmart and they said don't take nothing off, nothing there. Okay. And you sure that you're providing them both, um, both cards? 'Cause you have a preventative health plan that has prescription coverage on it and then you have your medical plan that has a different kind of prescription coverage on it. Whatever the lady told me to use the other day so which one is it? She sent me two cards. She sent me one on the first day in... 'Cause I, I haven't even received them. She sent 'em in an email and she said use the first card first. Well, the first card ain't doing nothing. Let me take a look to see if your preventative health card is ready. Yeah, I mean we've been off of it since the fourth, since the other one you guys sent since the fourth and you've not even got no card so I told her I had to have it, have it shipped to me and she's sent it to me in email. Okay. So this card you should receive a short... Um, within the next seven business days in the mail, but I'm gonna send you a copy to your email. And then if you- Yeah, it says here, the lady, uh, she sent it to me the other day already, but she told me which one to use but I just called Walmart and they said, "Ha, ain't nothing coming off." So you have two... You have two different cards? Right, correct. The first- Other than the one she sent you. She sent you a medical and then she sent you... Let me confirm 'cause it's not the card that I wanted to send you. Yes, she sent two cards. Yes. It was medical. Yes, I do and I have both of them. Yeah, but she told me that the one that I need to use for my medicine was the first card she sent and that's what I gave them all the information. So evidently that's incorrect. I need to get- Okay, I'm gonna explain it to you. ... the second card right now. I'm gonna explain it to you again. She sent you two. One was dental, one is, one is medical. That medical card has prescription coverage on it. She let you know that she was gonna give you a call today to see if the vision and your preventative health card are ready. I'm... That's the card that I'm gonna send you. Your preventative health card that has a separate prescription coverage on it. The first card- That's the one I need to give to Walmart? Yes. Okay, well she told me the first card not the second card. But the first heh- cover card has prescription coverage as well. The, uh- But it's not... Nothing but a...

Nothing's coming off of it, no nothing. 'Cause that's the, that's the card number I just gave them and they said nothing comes, nothing comes off of it. So I need to get them the one that you're gonna resend me now. So I can- Yeah. ... just get to Walmart and see if it comes up there. That'll work. Okay, I did get that from her too. She sent it to me but she told me to use the first one and not the second one, so. This email's gonna come from info@benefitsinacard.com. Yeah. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder. Is there anything else I can assist you with today? Nope, that'll do. Thank you so much for calling. You have a great day. You as well.

Conversation Format

Speaker speaker_0: Hi, I can take your message again. Thank you for calling Benefits in a Card. My name is Pearl Hoodo. Who am I speaking with?

Speaker speaker_1: Charles Burns.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I'm trying to figure out how come... Uh, I'm trying to get my medicine from Walmart and it's not taking nothing off with my insurance that I have. Not at all. It actually costs-

Speaker speaker_0: Okay.

Speaker speaker_1: ... me more with the insurance supposedly than it does if I go in and buy it myself.

Speaker speaker_0: Okay, what's the name of the staff agency you work for?

Speaker speaker_1: It's, uh, SST, Serious Skilled Trades.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 6827.

Speaker speaker_0: All righty. Can I get-

Speaker speaker_1: This is gonna be so funny.

Speaker speaker_0: ... you to verify your address and date of birth?

Speaker speaker_1: 112 South River Avenue, Exton, Nebraska, 68351, phone 365.

Speaker speaker_0: And have you phoned the rest 402-814-0837?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And have you emailed us as your last name dot your first name at your health.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Should be it, this number. Yeah, I just called Walmart and they said don't take nothing off, nothing there.

Speaker speaker_0: Okay. And you sure that you're providing them both, um, both cards? 'Cause you have a preventative health plan that has prescription coverage on it and then you have your medical plan that has a different kind of prescription coverage on it.

Speaker speaker_1: Whatever the lady told me to use the other day so which one is it? She sent me two cards. She sent me one on the first day in... 'Cause I, I haven't even received them. She sent 'em in an email and she said use the first card first. Well, the first card ain't doing nothing.

Speaker speaker_0: Let me take a look to see if your preventative health card is ready.

Speaker speaker_1: Yeah, I mean we've been off of it since the fourth, since the other one you guys sent since the fourth and you've not even got no card so I told her I had to have it, have it shipped to me and she's sent it to me in email.

Speaker speaker_0: Okay. So this card you should receive a short... Um, within the next seven business days in the mail, but I'm gonna send you a copy to your email. And then if you-

Speaker speaker_1: Yeah, it says here, the lady, uh, she sent it to me the other day already, but she told me which one to use but I just called Walmart and they said, "Ha, ain't nothing coming off."

Speaker speaker_0: So you have two... You have two different cards?

Speaker speaker_1: Right, correct. The first-

Speaker speaker_0: Other than the one she sent you. She sent you a medical and then she sent you... Let me confirm 'cause it's not the card that I wanted to send you.

Speaker speaker_1: Yes, she sent two cards.

Speaker speaker_0: Yes. It was medical.

Speaker speaker_1: Yes, I do and I have both of them. Yeah, but she told me that the one that I need to use for my medicine was the first card she sent and that's what I gave them all the information. So evidently that's incorrect. I need to get-

Speaker speaker_0: Okay, I'm gonna explain it to you.

Speaker speaker_1: ... the second card right now.

Speaker speaker_0: I'm gonna explain it to you again. She sent you two. One was dental, one is, one is medical. That medical card has prescription coverage on it. She let you know that she was gonna give you a call today to see if the vision and your preventative health card are ready. I'm... That's the card that I'm gonna send you. Your preventative health card that has a separate prescription coverage on it. The first card-

Speaker speaker_1: That's the one I need to give to Walmart?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, well she told me the first card not the second card.

Speaker speaker_0: But the first heh- cover card has prescription coverage as well. The, uh-

Speaker speaker_1: But it's not... Nothing but a... Nothing's coming off of it, no nothing. 'Cause that's the, that's the card number I just gave them and they said nothing comes, nothing comes off of it. So I need to get them the one that you're gonna resend me now. So I can-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... just get to Walmart and see if it comes up there. That'll work. Okay, I did get that from her too. She sent it to me but she told me to use the first one and not the second one, so.

Speaker speaker_0: This email's gonna come from info@benefitsinacard.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: It should go to your inbox. If you don't see it in your inbox try your spam or junk folder. Is there anything else I can assist you with today?

Speaker speaker_1: Nope, that'll do.

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

Speaker speaker_1: You as well.