

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with? Hi, good morning. My name is Stanley Zhang. And how can I assist you, Mr. Zhang? I, um, so I recently enrolled in Benefits in a Card, and I was wondering if I could get a digital card, so I can get like the numbers just so I can go to a pharmacy? Okay. No worries, I can definitely take a look at that for you. What is the name of the staffing agency you work for? Oxford. And the last four digits of your social? 0021. All righty, and if you can verify your address and date of birth. Um, 5 Founders Lane, Canton, Massachusetts 02021. Date of birth is 02/06/95. Okay. And I have your phone number as five- 857-869-3894? Yep. And I have your email address as zhang.stanley@gmail.com? Yep. All righty. B- bear with me just for a moment. All right, um, bear with me one moment, please. You're on a brief hold while I take a look through those cards, okay? Okay. Thank you. No problem. Thank you so much for holding, Mr. Zhang. So I did get, I was able to get your, um, medical card which has some prescription coverage for you. You actually, now that I'm looking at your account, have FreeRx built into your preventative health plan. Um, you can also go to freerx.com, click on where it says member log in in your top right corner, um, and then register there, and they will show you an ID card for FreeRx, which has a wider range of coverage as far as prescriptions. If your medication's on that list, they cover to, they cover you at 100%, or the prescription. Um, and then if not, sometimes they do offer a discount, just so you know. Oh, okay. Wait, sorry, could you repeat the la, uh, the last part? If, if it's, if it's not on the list? Um, they often sometimes offer, offer a discount if it's not on the list. Oh, okay, okay. That's good to know. Thank you so much. No problem. I'll get your, um, would you like all three cards sent to you, or just the ones with prescription coverage? Um, all of them, if you can, please. Of course. I'll get those sent to you in just a moment. I'm gonna download the other two cards that you have. Um, they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them there, try the s- the junk or spam folder. Um, sorry, so you said it would be coming to my email, right? Yes. Okay, perfect. Hey, do you have any other questions for me today? Uh, no, that would be it. Thank you so much. No problem. Thank you so much for calling. You have a great day. Thank you, you as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with?

Speaker speaker_1: Hi, good morning. My name is Stanley Zhang.

Speaker speaker_0: And how can I assist you, Mr. Zhang?

Speaker speaker_1: I, um, so I recently enrolled in Benefits in a Card, and I was wondering if I could get a digital card, so I can get like the numbers just so I can go to a pharmacy?

Speaker speaker_0: Okay. No worries, I can definitely take a look at that for you. What is the name of the staffing agency you work for?

Speaker speaker_1: Oxford.

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

Speaker speaker_1: 0021.

Speaker speaker_0: All righty, and if you can verify your address and date of birth.

Speaker speaker_1: Um, 5 Founders Lane, Canton, Massachusetts 02021. Date of birth is 02/06/95.

Speaker speaker_0: Okay. And I have your phone number as five- 857-869-3894?

Speaker speaker_1: Yep.

Speaker speaker_0: And I have your email address as zhang.stanley@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: All righty. B- bear with me just for a moment. All right, um, bear with me one moment, please. You're on a brief hold while I take a look through those cards, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Thank you so much for holding, Mr. Zhang. So I did get, I was able to get your, um, medical card which has some prescription coverage for you. You actually, now that I'm looking at your account, have FreeRx built into your preventative health plan. Um, you can also go to freerx.com, click on where it says member log in in your top right corner, um, and then register there, and they will show you an ID card for FreeRx, which has a wider range of coverage as far as prescriptions. If your medication's on that list, they cover to, they cover you at 100%, or the prescription. Um, and then if not, sometimes they do offer a discount, just so you know.

Speaker speaker_1: Oh, okay. Wait, sorry, could you repeat the la, uh, the last part? If, if it's, if it's not on the list?

Speaker speaker_0: Um, they often sometimes offer, offer a discount if it's not on the list.

Speaker speaker_1: Oh, okay, okay. That's good to know. Thank you so much.

Speaker speaker_0: No problem. I'll get your, um, would you like all three cards sent to you, or just the ones with prescription coverage?

Speaker speaker_1: Um, all of them, if you can, please.

Speaker speaker_0: Of course. I'll get those sent to you in just a moment. I'm gonna download the other two cards that you have. Um, they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them there, try the s- the junk or spam folder.

Speaker speaker_1: Um, sorry, so you said it would be coming to my email, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Hey, do you have any other questions for me today?

Speaker speaker_1: Uh, no, that would be it. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you, you as well.