

Transcript: Pearl

Rojas-5978637891059712-5355602217582592

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. My name is John Kenney, K-E-N-N-E-Y. And how can I assist you? Um, so I recently, uh, started medical coverage with, um, Benefits in a Card and, um, I didn't... through my employer, Creative Circle, and I didn't realize that, uh, the medication that I take is not on the formularies for the plan that I have. Um, and my employer, to my knowledge, didn't ever provide me with a formulary. Um, their documentation said that, uh, um, medications are covered... that they cover, uh, preventative medications and this medication is a preventative medication. Um, but when I run my card at the pharmacy, it costs like \$1,000 a month. So I don't know if there's a... either a mistake in the formulary or the way that it's being charged. Um, I'm just kinda confused. Okay. What's the name of the staff agency you work for? Creative Circle. And the last four digits of your Social? 8873. All right. And if you can confirm your address and date of birth. Yeah. It's, uh, 627 Polk Street Northeast Five, Minneapolis, Minnesota 55413. My date of birth is January 8th, 1997. Okay. And I have your phone number as 608-4790? Yep. And I have your email address as johnrkenney_@... at gmail.com? Yep. That's right. Okay. And when did you try to use your prescription coverage? Uh, just today. Today. Okay. Give me one moment. Okay. Um... All right. Just give me one moment. Okay. Let me go ahead and get you over to... to the department that was... that handles the... the prescription coverage to see if they can get anything clarified for you. Okay? Okay. ... You, too. Bye.

Conversation Format

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

Speaker speaker_1: Hi. My name is John Kenney, K-E-N-N-E-Y.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I recently, uh, started medical coverage with, um, Benefits in a Card and, um, I didn't... through my employer, Creative Circle, and I didn't realize that, uh, the medication that I take is not on the formularies for the plan that I have. Um, and my employer, to my knowledge, didn't ever provide me with a formulary. Um, their documentation said that, uh, um, medications are covered... that they cover, uh, preventative medications and this medication is a preventative medication. Um, but when I run my card at the pharmacy, it costs like \$1,000 a month. So I don't know if there's a... either a mistake in the formulary or the way

that it's being charged. Um, I'm just kinda confused.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Creative Circle.

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

Speaker speaker_1: 8873.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: Yeah. It's, uh, 627 Polk Street Northeast Five, Minneapolis, Minnesota 55413. My date of birth is January 8th, 1997.

Speaker speaker_0: Okay. And I have your phone number as 608-4790?

Speaker speaker_1: Yep.

Speaker speaker_0: And I have your email address as johnrkenney_@... at gmail.com?

Speaker speaker_1: Yep. That's right.

Speaker speaker_0: Okay. And when did you try to use your prescription coverage?

Speaker speaker_1: Uh, just today.

Speaker speaker_0: Today. Okay. Give me one moment. Okay. Um... All right. Just give me one moment. Okay. Let me go ahead and get you over to... to the department that was... that handles the... the prescription coverage to see if they can get anything clarified for you. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: ...

Speaker speaker_1: You, too. Bye.