

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and I have the pleasure of speaking with- Kyle, Kyle Cook. And how can I assist you? ... for benefits and I have not received a card in the mail. And I need to know what my information is, so to speak, that I can give the pharmacy to get my medication. Okay. What is the name of the staffing agency you work for? Uh, uh, um, Innovation, uh, Innovation Solutions or something like that in Nashville, Illinois. Innovation Solutions? Yeah. And the last four digits of your social? 8579. 8579? Mm-hmm. Yes, ma'am. Okay. Um, oh, and what is your name? Kyle Cook. Repeat that. Did you say Kyle Cook? Kyle Cook, I told you that three times when we got on the phone. I told you my name was Kyle Cook. Now you asked me twice again, this will be the third time, Kyle Cook is my name. Okay. So the first time I, I, I, I, okay, I get it. Didn't remember it. Then second time I could not hear you, that's why I asked you to repeat yourself. Oh. I am sorry you had to repeat yourself three times, but I did not hear you. Can you verify your address and date of birth, please? 242 South 15th Street, 20211, 62854. And what else do you need? Date of birth. 07/20/82. Okay. Then give me one moment. Looks like we have the wrong date of birth on file. Can you verify your full social so I can change your date of birth and verify your account? Absolutely not. I'm not giving you my social. Uh, I, I filled all the paperwork out at Innovation Solutions, or whatever it's called in Nashville, with my birthdate, social security number. I am not giving this to someone I don't know my whole social security number. I gave you ... Your date of birth on our... I understand you gave the date of birth to your staffing agency, you filled out your paperwork. For some reason, your date of birth on this account, on the account we have in our system, is wrong. In order to verify I have the right account, I need your full social. That way, I can change your date of birth and you won't have to provide that again. Okay, listen. I, I clicked on the email. All of my information, when I go to my personal information on your website, it gives my phone number, my address, my birthdate, all that stuff. My birthdate was right on there. I need... I don't know you. I am not giving someone over a telephone my whole social security number. I'm sorry. Okay. So I'm unable- My phone number. ... to verify your account and I can't give you any information. So, if you can't give me information, why am I paying for a service I can't use? You can use it if you verify your full social so I can see that this account is the right account I'm supposed to be looking at. And I can change your date of birth, that way you don't have to redo it. You don't have to provide your social again. I've already provided all of that information. I'm not... Hang on one second. Give me one second. I can talk to you and do this at the same time. My personal info. Why... Can I, can I fix that on here? Yeah, that ain't right. You're right. 34272 8579. 11-14. I apologize. I, I greatly apologize. Why can't I fix that? I'm not sure. Um, I'm not sure if, if online lets you update your information, um, but it just, it was wrong in the system. It could be on one- Well, um- ... of the forms, your stuff didn't register correctly. Um- Well, when

I go to the account details and my personal information, like I said's, it says all that. And like I said, I apologize, ma'am. I didn't realize that it said one one of 80, which is false. And you said your correct date of birth- And I- ... is 07/20 of '82, correct? Of '19. Yes, ma'am. All righty. And I have your phone number at 618-316-8810? Yes, ma'am. And I have your email address as cookkyle6291@gmail.com? Yes, ma'am. All righty. Let's see. So you're wanting to... You need your information for your two user prescriptions coverage, correct? Yes, ma'am. All righty. You have been active since last week. Let me go ahead and pull up your med- your, um, medical ID card and I can get that sent to you. It will have all your prescription information on it. I'll be getting it going to you- Thank you. Th- that's fine. Uh, could you give me that information? That way, I can take it to the pharmacist. I've literally been at work since like 9:30 last night. I was sitting outside the pharmacy talking to you. I was supposed to get my medicine filled on the 14th. I lost my coverage from, medical coverage from the state. So is there any way I can get this information? I apologize. Yep, I'm gonna- I just ... I- ... I'm gonna send you... No worries, I definitely get it, you've been having a long night, you're sick, you need your medication. I def- don't worry. I'm gonna get you a full copy of your benefit card with your information for your sta- your pharmacy on it, sent to your email in just a couple moments. Okay. All I have to do is download it and send it right over to you, and then you can just show them that cop- that, um, email and they'll be able to fill out- put in the information in the system. Okay, thank you very much. I'm sorry. Like I said, I apologize, ma'am. I didn't realize that said that ... Okay, and then, uh, just look out in a couple minutes, it's going to say info@benefitsinacard.com. It should go to your inbox. If you don't see it there, try that spam or junk folder and I'll let you know as soon as I hit that send button right now. Uh, let me see here. It says, uh, "Activate, uh, successfully." And it says, "View benefits announced to activate your benefits card." Give me one minute. I'm going to send you an email right now. Give me one second. Okay. And, okay. So I sent you that email. What you're going to do is look for info@benefitsinacard.com. When you see that email, let me know. Info at benefits... Still haven't received it yet. Okay, let me just come from over here. So try your spam or junk folder. Let me go to my email and see if... Yeah, see the only one I have is for 11:08 AM which was, was before I talked to you on the phone. Just give it a couple moments. Try your spam or junk folder. Sometimes they do go there. Okay. Can you do me one favor really quick and see if the email is a lowercasecookjyle62901 at gmail.com? Because the ... And it looks like- ... can't see, it won't send it to me. Okay, so it looks like that what it- that's what it was. Let me go ahead and send that again. Hold on. We got a info ID card. Yes. So you're gonna open that email and go to the bottom and it's gonna have a PDF. Click on it so that it opens and that's your card you'll show the pharmacy. Hold on. Uh, I see, uh, uh, for a list of dental providers, vision providers. I don't see any... The www.benefits ... It should be all the way at the bottom. It should be like an attachment. Okay. So let's do that. See what happens. Oh. What do I open it with? It doesn't let you just click on the attachment all the way at the bottom? Yeah, it did but it's asking me to open with one of these Samsung notes. I don't know. I don't do emails. Okay. So the policy and all that stuff, the policy certificate offici- uh, effective date and all that, that's what they need? So they need the stuff that's on the right-hand side where it says PharmaVille and it says bin number, group number. That's the information they'll need. That's the pharmacy information. Okay. Well, they'll know what they need then? Yes, if you just show them that they'll see. Okay. Um, but just let them know that PharmaVille isn't the pharmacy information and they'll grab whatever numbers they need from that right side. Okay. Thank

you very much for your help. No problem, any time. I enjoyed the, um... Hopefully you have a less stress your day. Thank you. Yeah. Bye-bye.

Conversation Format

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

Speaker speaker_1: Kyle, Kyle Cook.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: ... for benefits and I have not received a card in the mail. And I need to know what my information is, so to speak, that I can give the pharmacy to get my medication.

Speaker speaker_0: Okay. What is the name of the staffing agency you work for?

Speaker speaker_1: Uh, uh, um, Innovation, uh, Innovation Solutions or something like that in Nashville, Illinois.

Speaker speaker_0: Innovation Solutions?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: 8579.

Speaker speaker_0: 8579?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_0: Okay. Um, oh, and what is your name?

Speaker speaker_1: Kyle Cook.

Speaker speaker_0: Repeat that. Did you say Kyle Cook?

Speaker speaker_1: Kyle Cook, I told you that three times when we got on the phone. I told you my name was Kyle Cook. Now you asked me twice again, this will be the third time, Kyle Cook is my name.

Speaker speaker_0: Okay. So the first time I, I, I, I, okay, I get it. Didn't remember it. Then second time I could not hear you, that's why I asked you to repeat yourself.

Speaker speaker_1: Oh.

Speaker speaker_0: I am sorry you had to repeat yourself three times, but I did not hear you. Can you verify your address and date of birth, please?

Speaker speaker_1: 242 South 15th Street, 20211, 62854. And what else do you need?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 07/20/82.

Speaker speaker_0: Okay. Then give me one moment. Looks like we have the wrong date of birth on file. Can you verify your full social so I can change your date of birth and verify your account?

Speaker speaker_1: Absolutely not. I'm not giving you my social. Uh, I, I filled all the paperwork out at Innovation Solutions, or whatever it's called in Nashville, with my birthdate, social security number. I am not giving this to someone I don't know my whole social security number. I gave you ...

Speaker speaker_0: Your date of birth on our... I understand you gave the date of birth to your staffing agency, you filled out your paperwork. For some reason, your date of birth on this account, on the account we have in our system, is wrong. In order to verify I have the right account, I need your full social. That way, I can change your date of birth and you won't have to provide that again.

Speaker speaker_1: Okay, listen. I, I clicked on the email. All of my information, when I go to my personal information on your website, it gives my phone number, my address, my birthdate, all that stuff. My birthdate was right on there. I need... I don't know you. I am not giving someone over a telephone my whole social security number. I'm sorry.

Speaker speaker_0: Okay. So I'm unable-

Speaker speaker_1: My phone number.

Speaker speaker_0: ... to verify your account and I can't give you any information.

Speaker speaker_1: So, if you can't give me information, why am I paying for a service I can't use?

Speaker speaker_0: You can use it if you verify your full social so I can see that this account is the right account I'm supposed to be looking at. And I can change your date of birth, that way you don't have to redo it. You don't have to provide your social again.

Speaker speaker_1: I've already provided all of that information. I'm not... Hang on one second. Give me one second. I can talk to you and do this at the same time. My personal info. Why... Can I, can I fix that on here? Yeah, that ain't right. You're right. 34272 8579. 11-14. I apologize. I, I greatly apologize. Why can't I fix that?

Speaker speaker_0: I'm not sure. Um, I'm not sure if, if online lets you update your information, um, but it just, it was wrong in the system. It could be on one-

Speaker speaker_1: Well, um-

Speaker speaker_0: ... of the forms, your stuff didn't register correctly. Um-

Speaker speaker_1: Well, when I go to the account details and my personal information, like I said's, it says all that. And like I said, I apologize, ma'am. I didn't realize that it said one one of

80, which is false.

Speaker speaker_0: And you said your correct date of birth-

Speaker speaker_1: And I-

Speaker speaker_0: ... is 07/20 of '82, correct?

Speaker speaker_1: Of '19. Yes, ma'am.

Speaker speaker_0: All righty. And I have your phone number at 618-316-8810?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as cookkyle6291@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Let's see. So you're wanting to... You need your information for your two user prescriptions coverage, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. You have been active since last week. Let me go ahead and pull up your med- your, um, medical ID card and I can get that sent to you. It will have all your prescription information on it. I'll be getting it going to you-

Speaker speaker_1: Thank you. Th- that's fine. Uh, could you give me that information? That way, I can take it to the pharmacist. I've literally been at work since like 9:30 last night. I was sitting outside the pharmacy talking to you. I was supposed to get my medicine filled on the 14th. I lost my coverage from, medical coverage from the state. So is there any way I can get this information? I apologize.

Speaker speaker_0: Yep, I'm gonna-

Speaker speaker_1: I just ... I-

Speaker speaker_0: ... I'm gonna send you... No worries, I definitely get it, you've been having a long night, you're sick, you need your medication. I def- don't worry. I'm gonna get you a full copy of your benefit card with your information for your sta- your pharmacy on it, sent to your email in just a couple moments.

Speaker speaker_1: Okay.

Speaker speaker_0: All I have to do is download it and send it right over to you, and then you can just show them that cop- that, um, email and they'll be able to fill out- put in the information in the system.

Speaker speaker_1: Okay, thank you very much. I'm sorry. Like I said, I apologize, ma'am. I didn't realize that said that ...

Speaker speaker_0: Okay, and then, uh, just look out in a couple minutes, it's going to say info@benefitsinacard.com. It should go to your inbox. If you don't see it there, try that spam or

junk folder and I'll let you know as soon as I hit that send button right now.

Speaker speaker_1: Uh, let me see here. It says, uh, "Activate, uh, successfully." And it says, "View benefits announced to activate your benefits card."

Speaker speaker_0: Give me one minute. I'm going to send you an email right now. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: And, okay. So I sent you that email. What you're going to do is look for info@benefitsinacard.com. When you see that email, let me know.

Speaker speaker_1: Info at benefits... Still haven't received it yet.

Speaker speaker_0: Okay, let me just come from over here. So try your spam or junk folder.

Speaker speaker_1: Let me go to my email and see if... Yeah, see the only one I have is for 11:08 AM which was, was before I talked to you on the phone.

Speaker speaker_0: Just give it a couple moments. Try your spam or junk folder. Sometimes they do go there.

Speaker speaker_1: Okay. Can you do me one favor really quick and see if the email is a lowercasecookjyle62901 at gmail.com? Because the ...

Speaker speaker_0: And it looks like-

Speaker speaker_1: ... can't see, it won't send it to me.

Speaker speaker_0: Okay, so it looks like that what it- that's what it was. Let me go ahead and send that again.

Speaker speaker_1: Hold on. We got a info ID card.

Speaker speaker_0: Yes. So you're gonna open that email and go to the bottom and it's gonna have a PDF. Click on it so that it opens and that's your card you'll show the pharmacy.

Speaker speaker_1: Hold on. Uh, I see, uh, uh, for a list of dental providers, vision providers. I don't see any... The www.benefits ...

Speaker speaker_0: It should be all the way at the bottom. It should be like an attachment.

Speaker speaker_1: Okay. So let's do that. See what happens. Oh. What do I open it with?

Speaker speaker_0: It doesn't let you just click on the attachment all the way at the bottom?

Speaker speaker_1: Yeah, it did but it's asking me to open with one of these Samsung notes. I don't know. I don't do emails. Okay. So the policy and all that stuff, the policy certificate offici- uh, effective date and all that, that's what they need?

Speaker speaker_0: So they need the stuff that's on the right-hand side where it says PharmaVille and it says bin number, group number. That's the information they'll need. That's the pharmacy information.

Speaker speaker_1: Okay. Well, they'll know what they need then?

Speaker speaker_0: Yes, if you just show them that they'll see.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but just let them know that PharmaVille isn't the pharmacy information and they'll grab whatever numbers they need from that right side.

Speaker speaker_1: Okay. Thank you very much for your help.

Speaker speaker_0: No problem, any time.

Speaker speaker_1: I enjoyed the, um... Hopefully you have a less stress your day. Thank you.

Speaker speaker_0: Yeah. Bye-bye.