

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits and a Card. How can I help you? Uh, I was trying to figure out what do I show them at the pharmacy to get my medicine? Okay. Do you not have your ID card? No, I don't have one. I have 'em in person. Okay. Um- Like, I, I never have or received a copy at home. Okay. What's the name of the agency you work for? Uh, MAU. And the last... Excuse me, the last four of your Social? 5025. Okay. And your first and last name? Jermaine Dorsey. Do you mind verifying your address and date of birth? 551 Lampkin Road, Harlem, Georgia, and July 17th, 1993. And then phone number 706-564-1560? Yes. And then I have email is dpiandre7@gmail.com? Yes, ma'am. Okay. I can look up your ID cards and email them to you. Um, do you also need copies of the dental and the vision? Uh, yes. But what, what do I show 'em, like? You would just show them the ID cards, which is- Okay. ... what I'm gonna email to you. Okay, the medical one? Yeah, you'll have two different medical ID cards. I would just show them both. Okay. Yes, sir. Give me a few seconds. I'm gonna look those up real quick and I'll be right back. Okay. Hello? Hello? I want a conference, please, too. Thank you. Thank you. All righty, thank you so much for holding. So I just sent that to your email. Okay, hold on one second and I... What is going on right now? Stop recording. Okay, and which one do I show? Both of them or just this one? I would show, um, uh, yeah, I would show both of the medical ID cards. Um, the MEC medical ID card, the one that's labeled MEC Medical, that's typically for like preventative- Mec? ... medications and services and then the HI is for non-preventative. Okay. Yeah. But they should- Okay. ... they should be able to see which one will work for the medication that you're picking up. Okay, thanks. You're welcome. Have a good day. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. How can I help you?

Speaker speaker_1: Uh, I was trying to figure out what do I show them at the pharmacy to get my medicine?

Speaker speaker_0: Okay. Do you not have your ID card?

Speaker speaker_1: No, I don't have one. I have 'em in person.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Like, I, I never have or received a copy at home.

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

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last... Excuse me, the last four of your Social?

Speaker speaker_1: 5025.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Jermaine Dorsey.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 551 Lampkin Road, Harlem, Georgia, and July 17th, 1993.

Speaker speaker_0: And then phone number 706-564-1560?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have email is dpiandre7@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I can look up your ID cards and email them to you. Um, do you also need copies of the dental and the vision?

Speaker speaker_1: Uh, yes. But what, what do I show 'em, like?

Speaker speaker_0: You would just show them the ID cards, which is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what I'm gonna email to you.

Speaker speaker_1: Okay, the medical one?

Speaker speaker_0: Yeah, you'll have two different medical ID cards. I would just show them both.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. Give me a few seconds. I'm gonna look those up real quick and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_2: Hello? Hello? I want a conference, please, too.

Speaker speaker_3: Thank you. Thank you.

Speaker speaker_0: All righty, thank you so much for holding. So I just sent that to your email.

Speaker speaker_2: Okay, hold on one second and I...

Speaker speaker_3: What is going on right now? Stop recording.

Speaker speaker_2: Okay, and which one do I show? Both of them or just this one?

Speaker speaker_0: I would show, um, uh, yeah, I would show both of the medical ID cards. Um, the MEC medical ID card, the one that's labeled MEC Medical, that's typically for like preventative-

Speaker speaker_2: Mec?

Speaker speaker_0: ... medications and services and then the HI is for non-preventative.

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah. But they should-

Speaker speaker_2: Okay.

Speaker speaker_0: ... they should be able to see which one will work for the medication that you're picking up.

Speaker speaker_2: Okay, thanks.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye.