

Transcript: VICTORIA

Taylor-5871991050780672-5545556893286400

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Yes, hi. Um, you guys are... okay. So I went to work for a company. They pay me through a staffing agency. Um, I have insurance. They're pulling money out of my check. I have zero information. I got a PDF about benefits, um, but what I'm needing is to go to the pharmacy today and renew prescriptions. Um, I have no card, no group number, no ID number, no nothing. I don't know what to do. So, um, wh- what do I tell them when I walk in and need prescriptions? Like, I don't have any information, so I need help with that. Okay. What's the name of the agency you work for? Verstela. V-E-R-S-T-E-L-A. And the last four of your Social? 0172 for David Beaudry. I think it's Verstela. They changed names from something to Verstela, but then there's some other name attached to it. I don't know if they're changing names again or if it's... I don't know what's going on with it. Okay. Uh, do you mind verifying your address and date of birth? Sure. Uh, date of birth 3/20/69. Address 3433 McNary Parkway. Um, number 806 Lake C ego 97035. Okay. Phone number 503-806-6430? Yeah. That's where I'm calling you from. Email is gonna be getmydrift@gmail.com? Yes. Okay. So you just need the ID cards? Well, yeah. I mean, isn't... I don't know. My whole entire life whenever I've gotten insurance through a company, they send you ID cards. So, you know, you can take those in to your doctor or your pharmacy or whatever, and I haven't gotten anything yet. But, um, I was just calling- It's okay. I was just asking to clarify and make sure- ... and, and need it. ... I heard you right. Yeah. Yeah. And so I didn't even know if this provided them to me or not, or... Is there at least a number that I can take when I go into the pharmacy today? 'Cause I know you can't get the card to me today. I can look up the ID cards- Not by mail or anything. ... to my end and email them to you. Oh, that would be fantastic. Give me just a few seconds, if you will. I'm gonna look those up. I'll be right back. Okay. Thanks so much. All right, thank you so much. Good morning. So I wasn't able to download your ID cards. Um, I'm just running into- Okay. ... issues with my email currently, so I'm gonna have a coworker send those IDs cards to your email address. It might just take a few minutes- Okay. ... to get- Can you read them to me? I'll see information so I can write it down at least also. Uh, sure. Give me one second. Okay, thank you. Okay. So your medical ID card, the insurance carrier is American Public Life. American Public Life? Okay. Policy number is 02596897. Okay. Um, let's see. The group ID or... For the pharmacy? Um, it looks like it's, the pharmacy carrier is PharmaVail. The BIN number is gonna be 610114. There's also a group number. Uh- Mm-hmm. ... I as in Indigo, M as in Mary, A as in Apple, 9468-G as in girl. Okay. And then, the PCN number is gonna be P as in Paul and V as in Victor. PV, Paul, Victor. Mm-hmm. PCN number. Okay. And is there an 800 number that goes with that or anything? Um, let's see. I guess they probably have that info if they can do it. They should, but I can just look it up on my end. I don't see it on the card. Give me one second. Okay. So the phone

number for PharmaVail is 800-933-3734. Oh, okay. Perfect. All right. Thank you for your help. I appreciate it. Yes, sir. Um, and like I said, just give us a few minutes. We are pretty short-staffed. Um, and unfortunately- Yeah, no worries. ... I'm having some issues with my email, but I did ask for a coworker to send that to you. I appreciate it. Thanks for your help today. You're welcome. You have a wonderful day. All right. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, hi. Um, you guys are... okay. So I went to work for a company. They pay me through a staffing agency. Um, I have insurance. They're pulling money out of my check. I have zero information. I got a PDF about benefits, um, but what I'm needing is to go to the pharmacy today and renew prescriptions. Um, I have no card, no group number, no ID number, no nothing. I don't know what to do. So, um, wh- what do I tell them when I walk in and need prescriptions? Like, I don't have any information, so I need help with that.

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

Speaker speaker_1: Verstela. V-E-R-S-T-E-L-A.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0172 for David Beaudry. I think it's Verstela. They changed names from something to Verstela, but then there's some other name attached to it. I don't know if they're changing names again or if it's... I don't know what's going on with it.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. Uh, date of birth 3/20/69. Address 3433 McNary Parkway. Um, number 806 Lake C ego 97035.

Speaker speaker_0: Okay. Phone number 503-806-6430?

Speaker speaker_1: Yeah. That's where I'm calling you from.

Speaker speaker_0: Email is gonna be getmydrift@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you just need the ID cards?

Speaker speaker_1: Well, yeah. I mean, isn't... I don't know. My whole entire life whenever I've gotten insurance through a company, they send you ID cards. So, you know, you can take those in to your doctor or your pharmacy or whatever, and I haven't gotten anything yet. But, um, I was just calling-

Speaker speaker_0: It's okay. I was just asking to clarify and make sure-

Speaker speaker_1: ... and, and need it.

Speaker speaker_0: ... I heard you right.

Speaker speaker_1: Yeah. Yeah. And so I didn't even know if this provided them to me or not, or... Is there at least a number that I can take when I go into the pharmacy today? 'Cause I know you can't get the card to me today.

Speaker speaker_0: I can look up the ID cards-

Speaker speaker_1: Not by mail or anything.

Speaker speaker_0: ... to my end and email them to you.

Speaker speaker_1: Oh, that would be fantastic.

Speaker speaker_0: Give me just a few seconds, if you will. I'm gonna look those up. I'll be right back.

Speaker speaker_1: Okay. Thanks so much.

Speaker speaker_0: All right, thank you so much. Good morning. So I wasn't able to download your ID cards. Um, I'm just running into-

Speaker speaker_1: Okay.

Speaker speaker_0: ... issues with my email currently, so I'm gonna have a coworker send those IDs cards to your email address. It might just take a few minutes-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to get-

Speaker speaker_1: Can you read them to me? I'll see information so I can write it down at least also.

Speaker speaker_0: Uh, sure. Give me one second.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Okay. So your medical ID card, the insurance carrier is American Public Life.

Speaker speaker_1: American Public Life? Okay.

Speaker speaker_0: Policy number is 02596897.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, let's see.

Speaker speaker_1: The group ID or...

Speaker speaker_0: For the pharmacy? Um, it looks like it's, the pharmacy carrier is PharmaVail. The BIN number is gonna be 610114. There's also a group number. Uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I as in Indigo, M as in Mary, A as in Apple, 9468-G as in girl.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, the PCN number is gonna be P as in Paul and V as in Victor.

Speaker speaker_1: PV, Paul, Victor.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: PCN number. Okay. And is there an 800 number that goes with that or anything?

Speaker speaker_0: Um, let's see.

Speaker speaker_1: I guess they probably have that info if they can do it.

Speaker speaker_0: They should, but I can just look it up on my end. I don't see it on the card. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: So the phone number for PharmaVail is 800-933-3734.

Speaker speaker_1: Oh, okay. Perfect. All right. Thank you for your help. I appreciate it.

Speaker speaker_0: Yes, sir. Um, and like I said, just give us a few minutes. We are pretty short-staffed. Um, and unfortunately-

Speaker speaker_1: Yeah, no worries.

Speaker speaker_0: ... I'm having some issues with my email, but I did ask for a coworker to send that to you.

Speaker speaker_1: I appreciate it. Thanks for your help today.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: Bye-bye.