

## Transcript: VICTORIA

**Taylor-6117959785037824-5682260887781376**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, ma'am. Um, I have... Well, I've never been through a temp agency before. And, um, I'm through Surge. And I got a photocopy of my card, front and back, and I gave that to my pharmacy, and they said that it does not work. Okay. What's the, um, last four of your Social? 8205. And your first and last name? Michael Deakins, D-A-K-I-N-S. My address... Oh, they have the wrong address. Well, I don't know if that's gonna matter or not. Uh, phone number is 736-3538, and date of birth is 12/4/'64. Okay. Do you know what address is on file? I got, I got the address that, uh, the pharmacy printed out their sheet, and it said, "MI group ID rejection and non-matched card holder ID rejection." Okay, but what, what is your mailing address? 3883 Kayla Court, K-A-Y-L-A Court, NE, Cortindiana 47112. Okay. And that's up to date? Mm-hmm. Or does that need to be updated? No, that is up to date. Okay. Phone number 736-3538? Mm-hmm. And then email is mike.gretchen2001@gmail? Mm-hmm. Okay. Now, the ID card that you have, um, does it say American Public Life on it? Uh, hang on. Let me, let me pull it up. Hang on a second. Yes, American Public Life. Okay. Give me one second. Mm-hmm. And it says limited benefit, um, anywhere on there? Um, I don't know. Let me see. Hang on. Limited benefit or unlimited? Limited. Limited. Okay, hang on a second. Let's see here. Yeah, limited benefit med plan VIP BIC. Do you hear that? Yeah, I gotcha. Okay. So, it sounds like you have the right ID card, and I see that your coverage is currently active so there's no issue with that. Um, did you verify if the medication you're trying to pick up is a covered medication? Uh, I don't know. Okay. Um, now we're just your administrators, so I don't have access to the covered medications. Um, but you can reach out to- It's my heart medicine, so I'm assuming that it's covered. Okay. I mean, I would still verify that because that could be why it's not going through. Like I said, there's no Well, it says group ID. ... if there's something wrong with the card. It said group ID not right. No results were found. Okay. So- It had 06-M/I group ID and 52-non-matched card holder ID. Okay. So the ID card that I have- Uh-huh. ... it shows the BIN number being 610114. Yep, they got it on here. And the group, the group ID is IMA94- I ma-... I don't see that. It has a blank for group ID. Um, hang on a second. Let me grab the pen and keep your on this desk. No, of course not. Hang on one second, 'cause yeah, I don't see that on there. Okay. Okay, what was that one? Group ID? Give me just one second. Let me pull it back up. Okay. And I'm just gonna go ahead and send this to your email so you have a copy. I don't think it's been updated, but I, I'm not sure so- Okay. ... just one sec. I'm just gonna- Okay. ... send this to you. All right. So it looks like again the group ID is IMA- IMA. 94- 94. 76- 7, 6. And then dash. Uh-huh. G as in girl. Uh-huh. There's also a PCN number that they will need. Okay. And just, the letters P as in Paul and V as in Victor. Got that. I got that here. They didn't have a group number on their paper that they s- gave me. They said, "Here, take. Ca- call your insurance company and give them this." I'm

like, "Oh, okay." Um, I've got, yeah, BIN number 610114, card holder ID 02606643-Um, a person code, 00. I don't know what that is. Relationship... code H and plan code 26685. All this- Yeah, I don't- ... mean something to you? ... I- I don't know what the majority of those numbers on are. The majority of those numbers that you just read out is not listed on your ID card, so I don't know where those came from. Oh, I don't know where they got that- Now- ... then either. Now, the one that you gave me, 02606643 is actually your policy number, but they must name it different on their end. Okay. Let me, let me correct... Let me write that down here. That's policy? Policy, yeah, number. Okay. Got it. Uh, was there anything else that, uh, you recognize? No. That's... Like I said, the majority of those numbers that you just called out, I don't see on the ID card, so I think that's something that their system pulls up automatically. Okay. But I would, I woulda imagined that the group ID woulda been on this paper too, since it has everything. I'll, I'll betcha they didn't put that in. Okay. All right. I'm gonna try them again. Uh, if they still have trouble, can they call you guys? Yeah, I don't see why not. Um, just have them- Okay. ... call this same phone number, and, uh, we can verify whatever they need. All right. Is there any way- Now, I would- ... I can get them to call you? That way, we're talking to the same person all the time. Um, I mean, I don't have a direct extension, unfortunately. Oh. But if they call in and ask to speak with Victoria, as long as I'm not on, like, break or another phone call, I can take over the call. Don't want it. Okay. Okay, no. All right, that'll work. I will, I will say that we are just your benefits administrators. Um- Mm-hmm. We're not the actual insurance company. Um, so if it's not something that we can figure out on our end, we might have to reach out to the insurance carrier and see what's going on from there. Um, but yeah, if it's just about the policy information that... and needing to verify that, we can definitely assist. Okay. Okay. Um, can you give me the policy number of the people? The pol- Do you mean, like, your policy number or the phone number for the insurance carrier? No, the phone number of the actual insurance. Okay. Now, so your medical insurance carrier and your prescription carrier are gonna be different. Okay. So your medical insurance is through American Public Life. Okay. And their phone number is 800- Uh-huh. ... 256- 2-5-6- ... 8606. ... 2-5-6-8-0... 8-0- So it's 800- Uh-huh. ... 256- Uh-huh. ... 8606. 8-6-0-6. Okay. And the pharmacy? It's through PharmaVail. Farmville? Yeah, PharmaVail, P-H-A-R-M-A-V-A-I-L. I-L. Okay. Got it. Phone number is 800... Uh-huh. ... 933- Mm-hmm. ... 3734. Okay. Excellent. Thank you, ma'am. I appreciate your assistance. You're welcome. You have a wonderful day. Yeah, you also. Thank you. Bye-bye. Did you need me to disconnect the call, sir?

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, yes, ma'am. Um, I have... Well, I've never been through a temp agency before. And, um, I'm through Surge. And I got a photocopy of my card, front and back, and I gave that to my pharmacy, and they said that it does not work.

Speaker speaker\_0: Okay. What's the, um, last four of your Social?

Speaker speaker\_1: 8205.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Michael Deakins, D-A-K-I-N-S. My address... Oh, they have the wrong address. Well, I don't know if that's gonna matter or not. Uh, phone number is 736-3538, and date of birth is 12/4/'64.

Speaker speaker\_0: Okay. Do you know what address is on file?

Speaker speaker\_1: I got, I got the address that, uh, the pharmacy printed out their sheet, and it said, "MI group ID rejection and non-matched card holder ID rejection."

Speaker speaker\_0: Okay, but what, what is your mailing address?

Speaker speaker\_1: 3883 Kayla Court, K-A-Y-L-A Court, NE, Cortindiana 47112.

Speaker speaker\_0: Okay. And that's up to date?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Or does that need to be updated?

Speaker speaker\_1: No, that is up to date.

Speaker speaker\_0: Okay. Phone number 736-3538?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then email is mike.gretchen2001@gmail?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. Now, the ID card that you have, um, does it say American Public Life on it?

Speaker speaker\_1: Uh, hang on. Let me, let me pull it up. Hang on a second. Yes, American Public Life.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And it says limited benefit, um, anywhere on there?

Speaker speaker\_1: Um, I don't know. Let me see. Hang on. Limited benefit or unlimited?

Speaker speaker\_0: Limited.

Speaker speaker\_1: Limited. Okay, hang on a second. Let's see here. Yeah, limited benefit med plan VIP BIC. Do you hear that?

Speaker speaker\_0: Yeah, I gotcha.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, it sounds like you have the right ID card, and I see that your coverage is currently active so there's no issue with that. Um, did you verify if the medication you're trying to pick up is a covered medication?

Speaker speaker\_1: Uh, I don't know.

Speaker speaker\_0: Okay. Um, now we're just your administrators, so I don't have access to the covered medications. Um, but you can reach out to-

Speaker speaker\_1: It's my heart medicine, so I'm assuming that it's covered.

Speaker speaker\_0: Okay. I mean, I would still verify that because that could be why it's not going through. Like I said, there's no

Speaker speaker\_2: Well, it says group ID.

Speaker speaker\_0: ... if there's something wrong with the card.

Speaker speaker\_1: It said group ID not right. No results were found.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: It had 06-M/I group ID and 52-non-matched card holder ID.

Speaker speaker\_0: Okay. So the ID card that I have-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... it shows the BIN number being 610114.

Speaker speaker\_1: Yep, they got it on here.

Speaker speaker\_0: And the group, the group ID is IMA94-

Speaker speaker\_1: I ma-... I don't see that. It has a blank for group ID. Um, hang on a second. Let me grab the pen and keep your on this desk. No, of course not. Hang on one second, 'cause yeah, I don't see that on there. Okay. Okay, what was that one? Group ID?

Speaker speaker\_0: Give me just one second. Let me pull it back up.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I'm just gonna go ahead and send this to your email so you have a copy. I don't think it's been updated, but I, I'm not sure so-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... just one sec. I'm just gonna-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... send this to you. All right. So it looks like again the group ID is IMA-

Speaker speaker\_1: IMA.

Speaker speaker\_0: 94-

Speaker speaker\_1: 94.

Speaker speaker\_0: 76-

Speaker speaker\_1: 7, 6.

Speaker speaker\_0: And then dash.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: G as in girl.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: There's also a PCN number that they will need.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And just, the letters P as in Paul and V as in Victor.

Speaker speaker\_1: Got that. I got that here. They didn't have a group number on their paper that they s- gave me. They said, "Here, take. Ca- call your insurance company and give them this." I'm like, "Oh, okay." Um, I've got, yeah, BIN number 610114, card holder ID 02606643-Um, a person code, 00. I don't know what that is. Relationship... code H and plan code 26685. All this-

Speaker speaker\_0: Yeah, I don't-

Speaker speaker\_1: ... mean something to you?

Speaker speaker\_0: ... I- I don't know what the majority of those numbers on are. The majority of those numbers that you just read out is not listed on your ID card, so I don't know where those came from.

Speaker speaker\_1: Oh, I don't know where they got that-

Speaker speaker\_0: Now-

Speaker speaker\_1: ... then either.

Speaker speaker\_0: Now, the one that you gave me, 02606643 is actually your policy number, but they must name it different on their end.

Speaker speaker\_1: Okay. Let me, let me correct... Let me write that down here. That's policy?

Speaker speaker\_0: Policy, yeah, number.

Speaker speaker\_1: Okay. Got it. Uh, was there anything else that, uh, you recognize?

Speaker speaker\_0: No. That's... Like I said, the majority of those numbers that you just called out, I don't see on the ID card, so I think that's something that their system pulls up

automatically.

Speaker speaker\_1: Okay. But I would, I woulda imagined that the group ID woulda been on this paper too, since it has everything. I'll, I'll betcha they didn't put that in. Okay. All right. I'm gonna try them again. Uh, if they still have trouble, can they call you guys?

Speaker speaker\_0: Yeah, I don't see why not. Um, just have them-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... call this same phone number, and, uh, we can verify whatever they need.

Speaker speaker\_1: All right. Is there any way-

Speaker speaker\_0: Now, I would-

Speaker speaker\_1: ... I can get them to call you? That way, we're talking to the same person all the time.

Speaker speaker\_0: Um, I mean, I don't have a direct extension, unfortunately.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But if they call in and ask to speak with Victoria, as long as I'm not on, like, break or another phone call, I can take over the call.

Speaker speaker\_1: Don't want it. Okay.

Speaker speaker\_0: Okay, no.

Speaker speaker\_1: All right, that'll work.

Speaker speaker\_0: I will, I will say that we are just your benefits administrators. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: We're not the actual insurance company. Um, so if it's not something that we can figure out on our end, we might have to reach out to the insurance carrier and see what's going on from there. Um, but yeah, if it's just about the policy information that... and needing to verify that, we can definitely assist.

Speaker speaker\_1: Okay. Okay. Um, can you give me the policy number of the people?

Speaker speaker\_0: The pol- Do you mean, like, your policy number or the phone number for the insurance carrier?

Speaker speaker\_1: No, the phone number of the actual insurance.

Speaker speaker\_0: Okay. Now, so your medical insurance carrier and your prescription carrier are gonna be different.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So your medical insurance is through American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their phone number is 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: 2-5-6-

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: ... 2-5-6-8-0... 8-0-

Speaker speaker\_0: So it's 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: 8-6-0-6. Okay. And the pharmacy?

Speaker speaker\_0: It's through PharmaVail.

Speaker speaker\_1: Farmville?

Speaker speaker\_0: Yeah, PharmaVail, P-H-A-R-M-A-V-A-I-L.

Speaker speaker\_1: I-L. Okay. Got it.

Speaker speaker\_0: Phone number is 800...

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 933-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 3734.

Speaker speaker\_1: Okay. Excellent. Thank you, ma'am. I appreciate your assistance.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Yeah, you also.

Speaker speaker\_0: Thank you. Bye-bye. Did you need me to disconnect the call, sir?