

Transcript: VICTORIA

Taylor-6412784319643648-5024188777938944

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I was calling about, uh, my husband had got health insurance through, uh, his job. Yeah. And I was just trying to get ahold of somebody so I can get... Uh, I'm trying to get my medicine through the pharmacy and it's not showing that I have insurance. Are you on the, uh, policy with him? Yes. Okay. Do you know the name of the staffing agency he works through? ISS. And the last four of his social? 9252. And then his first and last name. Emanuel Farris. Okay. Do you mind verifying, uh, the address and date of birth we have on file for him? 5491 Richfield Road, Red Bud, Illinois, 62278. 4/18 of '80, his birthday. And I'm sorry what is your name? Amie. And, uh, if you'll just verify your date of birth and last four of your social. Uh, 11/18/82 and 7558. Okay. Give me one second. Okay. Now, do you have all of the ID cards? I don't have any of the ID cards. No. Okay. Uh, let me look those up and I can send it to the email address I have on file. I have amie, M-A-N-N-Y, icloud.com. Okay. Can, can that sent to my email too? Okay. Sure. What is your email? It's amie1182@yahoo.com. Okay. So A-M-I-E 11-82 at yahoo.com? Yeah. That's all lowercase. All right. Give me just a few seconds. Let me look those up and I will be right back. Okay. Thank you so much. All right. Thank you so much for holding. So, unfortunately, I don't have access to the ID cards at the moment. It looks like the coverage just became active last week, so there could be a delay. Mm-hmm. Um, what I can do is I can escalate this and see if I can get access to those ID cards. And then once I do, I can send it to the emails. Okay. Um, so, because they're not showing that I have insurance at my pharmacy to run it, is it gonna take a few days or do you know how long? To be honest, I- I'm not too sure. I just... We haven't received the policy information from the insurance carrier, so what I'm having to do at this point is escalate it and see why we haven't received that information and try to get ahold of that for you. Now, typically, um, any type of follow-up can take anywhere from 24 to 48 business hours. Mm-hmm. Um, but as soon as I get access to those ID cards, I can, you know, send them to the email addresses I have. Mm-hmm. Okay. I'm just trying to figure out how to get my medicine, so... Yeah. I understand. Um, well, like I said, I mean, unfortunately, I- I don't have any specific answers for you right now. Okay. But I will go ahead and take down your phone number as well. Mm-hmm. And then as soon as I get some answers, I can follow up with you. Okay. Yep. Thank you so much. The phone number you're calling from, is that a good phone number to reach you back at? Yes. Okay. All righty. Well, let me go ahead and get this escalated and I will follow up as soon as I can. Okay. Thank you. You're welcome. Bye. You have a wonderful day. You too. Bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I was calling about, uh, my husband had got health insurance through, uh, his job.

Speaker speaker_0: Yeah.

Speaker speaker_1: And I was just trying to get ahold of somebody so I can get... Uh, I'm trying to get my medicine through the pharmacy and it's not showing that I have insurance.

Speaker speaker_0: Are you on the, uh, policy with him?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you know the name of the staffing agency he works through?

Speaker speaker_1: ISS.

Speaker speaker_0: And the last four of his social?

Speaker speaker_1: 9252.

Speaker speaker_0: And then his first and last name.

Speaker speaker_1: Emanuel Farris.

Speaker speaker_0: Okay. Do you mind verifying, uh, the address and date of birth we have on file for him?

Speaker speaker_1: 5491 Richfield Road, Red Bud, Illinois, 62278. 4/18 of '80, his birthday.

Speaker speaker_0: And I'm sorry what is your name?

Speaker speaker_1: Amie.

Speaker speaker_0: And, uh, if you'll just verify your date of birth and last four of your social.

Speaker speaker_1: Uh, 11/18/82 and 7558.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, do you have all of the ID cards?

Speaker speaker_1: I don't have any of the ID cards. No.

Speaker speaker_0: Okay. Uh, let me look those up and I can send it to the email address I have on file. I have amie, M-A-N-N-Y, icloud.com.

Speaker speaker_1: Okay. Can, can that sent to my email too?

Speaker speaker_0: Okay. Sure. What is your email?

Speaker speaker_1: It's amie1182@yahoo.com.

Speaker speaker_0: Okay. So A-M-I-E 11-82 at yahoo.com?

Speaker speaker_1: Yeah. That's all lowercase.

Speaker speaker_0: All right. Give me just a few seconds. Let me look those up and I will be right back.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: All right. Thank you so much for holding. So, unfortunately, I don't have access to the ID cards at the moment. It looks like the coverage just became active last week, so there could be a delay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, what I can do is I can escalate this and see if I can get access to those ID cards. And then once I do, I can send it to the emails.

Speaker speaker_1: Okay. Um, so, because they're not showing that I have insurance at my pharmacy to run it, is it gonna take a few days or do you know how long?

Speaker speaker_0: To be honest, I- I'm not too sure. I just... We haven't received the policy information from the insurance carrier, so what I'm having to do at this point is escalate it and see why we haven't received that information and try to get ahold of that for you. Now, typically, um, any type of follow-up can take anywhere from 24 to 48 business hours.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but as soon as I get access to those ID cards, I can, you know, send them to the email addresses I have.

Speaker speaker_1: Mm-hmm. Okay. I'm j- just trying to figure out how to get my medicine, so... Yeah.

Speaker speaker_0: I understand. Um, well, like I said, I mean, unfortunately, I- I don't have any specific answers for you right now.

Speaker speaker_1: Okay.

Speaker speaker_0: But I will go ahead and take down your phone number as well.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then as soon as I get some answers, I can follow up with you.

Speaker speaker_1: Okay. Yep. Thank you so much.

Speaker speaker_0: The phone number you're calling from, is that a good phone number to reach you back at?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty. Well, let me go ahead and get this escalated and I will follow up as soon as I can.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.