

## Transcript: VICTORIA

**Taylor-6449974551035904-6260288360595456**

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes, um, I was calling to see am I covered for, um, my prescriptions? I have dental and I have hospital indemnity cards, but I don't have my prescription card. Uh, the hospital indemnity card, the prescription sh- information should be on that. Really? Should be on the right side of the card. It'll say Pharmacoville. On the backside? Do you have like a digital copy or a physical copy? I have both actually. Okay. If you're looking at it digitally it should be on the right-hand side of the card and it'll say Pharmacoville. There should be like, uh, I believe a group number, a BIN number, and a PCN number. Um, I see PCN number and PV, but it doesn't... It just has like a phone number. I see a BIN number. Yeah, do you see Pharmacoville on that side of the card? Pharmacoville, Pharmacoville. Mm. No, ma'am. Oh, yes, I do, Pharmacoville. That's on the left-hand side of the card, and then, uh, it has the customer service number, the BIN number, group number, and then when it says PCN number and PV, it just has that at the end, and it's 866-950-9949, and that's the pharmacy help desk. Yep. So that's all your... That's all on the same card. They should say Limited Benefit on the I- on one of the sides of the card. So that's for your medical and that's also for your pharmacy. Limited. I don't see that. But it says Limited Benefit. Mm-mm. I see Benefits in a Card, Pharmacoville. It says Submit Claims To, Attention IMA Incorporate, PO Box 80, Minnesota, EDI Payer ID, Customer Service, BIN number, Group Number, PCN Number, PV, but it doesn't actually have a physical number. It just says PCN with the numbers on and they have PV in there. Yeah. That's, that's what it is, yeah. That's the correct information. Yeah. Okay. Let me try this one more time. All right. If I need you guys, I'll give you a call back. All right. You have a wonderful day. Thank you. You too. Bye-bye. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Yes, um, I was calling to see am I covered for, um, my prescriptions? I have dental and I have hospital indemnity cards, but I don't have my prescription card.

Speaker speaker\_0: Uh, the hospital indemnity card, the prescription sh- information should be on that.

Speaker speaker\_1: Really?

Speaker speaker\_0: Should be on the right side of the card. It'll say Pharmacoville.

Speaker speaker\_1: On the backside?

Speaker speaker\_0: Do you have like a digital copy or a physical copy?

Speaker speaker\_1: I have both actually.

Speaker speaker\_0: Okay. If you're looking at it digitally it should be on the right-hand side of the card and it'll say Pharmacoville. There should be like, uh, I believe a group number, a BIN number, and a PCN number.

Speaker speaker\_1: Um, I see PCN number and PV, but it doesn't... It just has like a phone number. I see a BIN number.

Speaker speaker\_0: Yeah, do you see Pharmacoville on that side of the card?

Speaker speaker\_1: Pharmacoville, Pharmacoville. Mm. No, ma'am. Oh, yes, I do, Pharmacoville. That's on the left-hand side of the card, and then, uh, it has the customer service number, the BIN number, group number, and then when it says PCN number and PV, it just has that at the end, and it's 866-950-9949, and that's the pharmacy help desk.

Speaker speaker\_0: Yep. So that's all your... That's all on the same card. They should say Limited Benefit on the I- on one of the sides of the card. So that's for your medical and that's also for your pharmacy.

Speaker speaker\_1: Limited. I don't see that.

Speaker speaker\_0: But it says Limited Benefit.

Speaker speaker\_1: Mm-mm. I see Benefits in a Card, Pharmacoville. It says Submit Claims To, Attention IMA Incorporate, PO Box 80, Minnesota, EDI Payer ID, Customer Service, BIN number, Group Number, PCN Number, PV, but it doesn't actually have a physical number. It just says PCN with the numbers on and they have PV in there.

Speaker speaker\_0: Yeah. That's, that's what it is, yeah. That's the correct information. Yeah.

Speaker speaker\_1: Okay. Let me try this one more time. All right. If I need you guys, I'll give you a call back.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: Thank you. You too. Bye-bye.

Speaker speaker\_0: Bye-bye.