

Transcript: VICTORIA

Taylor-6685503437881344-4830056091172864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm calling from a Walmart Pharmacy Retail. Um, I just called in a bit ago, uh, about a mutual patient, trying to see if we can get some insurance information to bill his prescriptions. Yes, I think I just spoke with you. Oh, perfect. Okay, all right. So, I have his last four of his Social. Okay. Okay? It is 7379. And first and last name? Um, it is Andrew, last name is Minich. Um, M-I-N-I-C-H. Okay. And date of birth? 07/03/1992. And then, uh, the address. Yep. Um, I have here, um, 11005 Lake Park Boulevard, Sebring, Ohio 44672. It looks like I have a different one, but you said it's... his date of birth is 07/03/'92? Yeah. Actually, I have a second address in here on his profile. Um, I can give you that address as well. Um, it's, uh, 755 Scranton Avenue in Alliance, Ohio 44601. Perfect. And then, uh, phone number 330-596-0420? Yes. And then email? I don't know if you have that, but first and last name, 74 at gmail.com? Yep, that's what I got. Okay. Give me one second. I'm pulling up his info now. Okay. Okay, it looks like his ID card is not yet ready. Um, let me- Mm-hmm. ... put you on a brief hold if you don't mind- Sure. ... and see if I can get that information. Sure, thank you. Um, what, are you just needing, like, the PCN, VIN number, and group number? Yeah. Yep, yeah. He said that he had all the other stuff and I'm like, "Well, no, we need that first." Okay. So yeah, if I can get that, that would be great. Let me put you on a brief hold and see if I can find that information somewhere else. Okay, perfect. Thank you. Thank you. All righty. Thank you so much for holding. I apologize for the wait. Oh. Yeah. Um, I was able just to pull up a random ID card. It looks like it's gonna be the same. Um- Okay. ... so the BIN number is, uh, 610114. Mm-hmm. Okay. And then group number is IMA9415- Okay. ... G. Okay. You said- I did not tell. ... G as in George? Yeah. Okay, gotcha. All right. And then- And then- ... um, did that happen to give you the ID number or something? Uh, hmm, hmm. Let me see. Do you need the PCN, by the way? No. It looks like it auto-populated. Okay. Let me see if I can pull up his specific ID number. One, three, oh, oh. I have his policy number for his medical. Okay. Um- Would that work? Yeah, let's just try it. Let's see. Uh, 2570169. Okay. All right. Let me try that and see. Hmm. Okay. Yeah, it says... Okay, let's try that out. Oops. Okay. Yeah, it looks like that ID number didn't work. Um, let me try here. Hmm. Yeah. And now it says the group number's wrong. Okay, let me try with just one more thing. Try it with the -G. Okay. All right. So yeah, it looks like just the ID number is not right. Everything else is, but not the ID number. Um, is there anything, like, longer than that maybe? Like a member ID? Let me try... Let me try pulling it up again and see. Okay. All right. Hm. Yeah. I don't... I don't see a member ID anywhere. Mm-hmm. Like I'm, I'm just pulling up like a random ID card for someone else. Okay. Um, and it looks like the other information is going to be the same, but I don't see anywhere where it says, like, on the pharmacy side of things- Mm-hmm. ... a member ID number. Okay. Yeah. All right. Um, I'll just call the patient and see.

It looks like everything else is right. Um, so I'll just try to see what all he has and then try to go from there. Um, but yeah. Yeah. It looks like everything else is right. I can also get you, um... Yeah. I can also give you the prescription carrier's, uh, info, uh, pharmacist- Oh, you know what? ... if you want to try and call them. Yeah. Let me try to call them. Okay. Um, let's see. All right. So their phone number is 800- Mm-hmm. ... 933- Mm-hmm. ... 3734. Perfect. Okay then. Okay. I thank you. I really appreciate it. Thank you so much. Yes, ma'am. Have a good day. You too. Thanks. Mm-hmm. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, I'm calling from a Walmart Pharmacy Retail. Um, I just called in a bit ago, uh, about a mutual patient, trying to see if we can get some insurance information to bill his prescriptions.

Speaker speaker_1: Yes, I think I just spoke with you.

Speaker speaker_2: Oh, perfect. Okay, all right. So, I have his last four of his Social.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay? It is 7379.

Speaker speaker_1: And first and last name?

Speaker speaker_2: Um, it is Andrew, last name is Minich. Um, M-I-N-I-C-H.

Speaker speaker_1: Okay. And date of birth?

Speaker speaker_2: 07/03/1992.

Speaker speaker_1: And then, uh, the address.

Speaker speaker_2: Yep. Um, I have here, um, 11005 Lake Park Boulevard, Sebring, Ohio 44672.

Speaker speaker_1: It looks like I have a different one, but you said it's... his date of birth is 07/03/'92?

Speaker speaker_2: Yeah. Actually, I have a second address in here on his profile. Um, I can give you that address as well. Um, it's, uh, 755 Scranton Avenue in Alliance, Ohio 44601.

Speaker speaker_1: Perfect. And then, uh, phone number 330-596-0420?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email? I don't know if you have that, but first and last name, 74 at gmail.com?

Speaker speaker_2: Yep, that's what I got.

Speaker speaker_1: Okay. Give me one second. I'm pulling up his info now. Okay. Okay, it looks like his ID card is not yet ready. Um, let me-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... put you on a brief hold if you don't mind-

Speaker speaker_2: Sure.

Speaker speaker_1: ... and see if I can get that information.

Speaker speaker_2: Sure, thank you.

Speaker speaker_1: Um, what, are you just needing, like, the PCN, VIN number, and group number?

Speaker speaker_2: Yeah. Yep, yeah. He said that he had all the other stuff and I'm like, "Well, no, we need that first."

Speaker speaker_1: Okay.

Speaker speaker_2: So yeah, if I can get that, that would be great.

Speaker speaker_1: Let me put you on a brief hold and see if I can find that information somewhere else.

Speaker speaker_2: Okay, perfect. Thank you.

Speaker speaker_1: Thank you. All righty. Thank you so much for holding. I apologize for the wait.

Speaker speaker_3: Oh. Yeah.

Speaker speaker_1: Um, I was able just to pull up a random ID card. It looks like it's gonna be the same. Um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... so the BIN number is, uh, 610114.

Speaker speaker_3: Mm-hmm. Okay.

Speaker speaker_1: And then group number is IMA9415-

Speaker speaker_4: Okay.

Speaker speaker_1: ... G.

Speaker speaker_4: Okay.

Speaker speaker_1: You said- I did not tell.

Speaker speaker_4: ... G as in George?

Speaker speaker_1: Yeah.

Speaker speaker_4: Okay, gotcha. All right. And then-

Speaker speaker_1: And then-

Speaker speaker_4: ... um, did that happen to give you the ID number or something?

Speaker speaker_1: Uh, hmm, hmm. Let me see. Do you need the PCN, by the way?

Speaker speaker_4: No. It looks like it auto-populated.

Speaker speaker_1: Okay. Let me see if I can pull up his specific ID number. One, three, oh, oh. I have his policy number for his medical.

Speaker speaker_4: Okay. Um-

Speaker speaker_1: Would that work?

Speaker speaker_4: Yeah, let's just try it. Let's see.

Speaker speaker_1: Uh, 2570169.

Speaker speaker_4: Okay. All right. Let me try that and see. Hmm. Okay. Yeah, it says... Okay, let's try that out. Oops. Okay. Yeah, it looks like that ID number didn't work. Um, let me try here. Hmm. Yeah. And now it says the group number's wrong. Okay, let me try with just one more thing. Try it with the -G.

Speaker speaker_2: Okay. All right. So yeah, it looks like just the ID number is not right. Everything else is, but not the ID number. Um, is there anything, like, longer than that maybe? Like a member ID?

Speaker speaker_1: Let me try... Let me try pulling it up again and see.

Speaker speaker_2: Okay.

Speaker speaker_5: All right.

Speaker speaker_1: Hm. Yeah. I don't... I don't see a member ID anywhere.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Like I'm, I'm just pulling up like a random ID card for someone else.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and it looks like the other information is going to be the same, but I don't see anywhere where it says, like, on the pharmacy side of things-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... a member ID number.

Speaker speaker_2: Okay. Yeah. All right. Um, I'll just call the patient and see. It looks like everything else is right. Um, so I'll just try to see what all he has and then try to go from there. Um, but yeah. Yeah. It looks like everything else is right.

Speaker speaker_1: I can also get you, um... Yeah. I can also give you the prescription carrier's, uh, info, uh, pharmacist-

Speaker speaker_2: Oh, you know what?

Speaker speaker_1: ... if you want to try and call them.

Speaker speaker_2: Yeah. Let me try to call them.

Speaker speaker_1: Okay. Um, let's see. All right. So their phone number is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 933-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 3734.

Speaker speaker_2: Perfect. Okay then.

Speaker speaker_1: Okay.

Speaker speaker_2: I thank you. I really appreciate it. Thank you so much.

Speaker speaker_1: Yes, ma'am. Have a good day.

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_2: Thank you. Bye.