

Transcript: VICTORIA

Taylor-6691320303501312-4850376725807104

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I need to get the number for PharmAvail. Okay. Uh- Yeah. ... give me one second. Thank you. All right. Uh, are you ready? I'm ready. Okay. Phone number is 800-933-3734. Okay. Does that have a different, like, member number from you guys or is it all part of the same thing? Uh, uh, I mean, it should... All the information for that should be on your ID card. Um- Okay. 'Cause we don't have an- Now, I know- We just signed up, and we don't have an ID card yet. I'm sorry. It's okay. I didn't mean to interrupt you. No, you're fine. Um, so did you try to call us and we weren't able to download the ID card? Uh, I'm... It's under my wife's name and I'm doing all the footwork 'cause she is a- actually at work. Um, but both her and I are in the same program. I don't know if you could pull it up. Okay. What's the last four of her Social? Okay, 9323. And her first and last name? Karen Morton. Okay. And let's see. Would you be able to verify her date of birth and address? Sure. Uh, 32169, uh, 112 Timber Creek Court, Keene, North Carolina 27021. And then, uh, what is your name? Errol, E-R-R-O-L. Morton, M-O-R-T-O-N. Okay. And then if you'll just verify your date of birth. Sure. 10-24-67. Okay. Let me see. It looks like the coverage became active on Monday. Yep. It typically takes us 72 business hours to have access to the ID card, so we might have access to it, but let me try and pull it up. Okay. If there's a way for me to go online and download it, I, I could do that too. Uh... "I understand." Well, I know it's typically once it's ready, um, the insurance- Okay. ... carrier for this, this specific plan, the VIP Classic- Okay. ... that ha- comes with the PharmAvail benefits- Okay. That specific ID card is typically emailed once it's ready, but that's the only way- Okay. ... I know that you would be able to get access to it. Um... Okay. Give me just a few seconds though. I'm trying to see- Oh, sure. ... if I can pull it. No problem. I'll just sit here and work while you do that too. Okay. All right. So, it looks like I'm able to download it. I'm just not too sure what exact... What, like, what specific information they'll need, um- Okay. ... but I can email these ID cards to the email I have on file for her. Okay. Is there a way you can email me as well? Uh, let me double-check. I believe I should be able to with you be- on, on being on the policy. Give me one second. That would be awesome. Thank you. Hey, it looks like I can send those to you. Um, just give me a few seconds. I'm just downloading all of your ID cards- Okay. ... so you have all of them. Perfect. Thank you. I appreciate you doing that. Yes, sir. Okay. And, uh, what would be a good email for you? Uh, for me it's T-H-E, V, and then Skip, S-K-I-P, and then Morton, M-O-R-T-O-N, @gmail.com. All right. So T-H-E, and then V as in Victor, SkipMorton@gmail.com? No. No V in there. Just TheSkipMorton- Oh, okay. Gotcha. Mm-hmm. All right. Just sent that off, so you should get it here in a few seconds. Oh, all right. Um, now there's two different medical ID cards on there. Um- Okay. ... the one that has the PharmAville information on it is gonna be labeled, uh, Karen Morton, H-I, medical ID card. Okay. H-I? Mm-hmm. Okay. Hasn't come through as of yet, so. Oh, there it

is. Okay. I got it. I don't mind waiting. Awesome. All right. No, I've got it. Perfect. Perfect. Um, was there anything else you might need help with? Nope. I got it. Thank you very much for helping me today. I appreciate it. Yes, sir. You have a wonderful day. You too. Take care. Thank you. Bye-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: Hi, Victoria. Um, I need to get the number for PharmAvail.

Speaker speaker_0: Okay. Uh-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... give me one second.

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Uh, are you ready?

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay. Phone number is 800-933-3734.

Speaker speaker_1: Okay. Does that have a different, like, member number from you guys or is it all part of the same thing?

Speaker speaker_0: Uh, uh, I mean, it should... All the information for that should be on your ID card. Um-

Speaker speaker_1: Okay. 'Cause we don't have an-

Speaker speaker_0: Now, I know-

Speaker speaker_1: We just signed up, and we don't have an ID card yet. I'm sorry.

Speaker speaker_0: It's okay.

Speaker speaker_1: I didn't mean to interrupt you.

Speaker speaker_0: No, you're fine. Um, so did you try to call us and we weren't able to download the ID card?

Speaker speaker_1: Uh, I'm... It's under my wife's name and I'm doing all the footwork 'cause she is a- actually at work. Um, but both her and I are in the same program. I don't know if you could pull it up.

Speaker speaker_0: Okay. What's the last four of her Social?

Speaker speaker_1: Okay, 9323.

Speaker speaker_0: And her first and last name?

Speaker speaker_1: Karen Morton.

Speaker speaker_0: Okay. And let's see. Would you be able to verify her date of birth and address?

Speaker speaker_1: Sure. Uh, 32169, uh, 112 Timber Creek Court, Keene, North Carolina 27021.

Speaker speaker_0: And then, uh, what is your name?

Speaker speaker_1: Errol, E-R-R-O-L. Morton, M-O-R-T-O-N.

Speaker speaker_0: Okay. And then if you'll just verify your date of birth.

Speaker speaker_1: Sure. 10-24-67.

Speaker speaker_0: Okay. Let me see. It looks like the coverage became active on Monday.

Speaker speaker_1: Yep.

Speaker speaker_0: It typically takes us 72 business hours to have access to the ID card, so we might have access to it, but let me try and pull it up.

Speaker speaker_1: Okay. If there's a way for me to go online and download it, I, I could do that too. Uh... "I understand."

Speaker speaker_0: Well, I know it's typically once it's ready, um, the insurance-

Speaker speaker_1: Okay.

Speaker speaker_0: ... carrier for this, this specific plan, the VIP Classic-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that ha- comes with the PharmAvail benefits-

Speaker speaker_1: Okay.

Speaker speaker_0: That specific ID card is typically emailed once it's ready, but that's the only way-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I know that you would be able to get access to it. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Give me just a few seconds though. I'm trying to see-

Speaker speaker_1: Oh, sure.

Speaker speaker_0: ... if I can pull it.

Speaker speaker_1: No problem. I'll just sit here and work while you do that too.

Speaker speaker_0: Okay. All right. So, it looks like I'm able to download it. I'm just not too sure what exact... What, like, what specific information they'll need, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but I can email these ID cards to the email I have on file for her.

Speaker speaker_1: Okay. Is there a way you can email me as well?

Speaker speaker_0: Uh, let me double-check. I believe I should be able to with you be- on, on being on the policy. Give me one second.

Speaker speaker_1: That would be awesome. Thank you.

Speaker speaker_0: Hey, it looks like I can send those to you. Um, just give me a few seconds. I'm just downloading all of your ID cards-

Speaker speaker_2: Okay.

Speaker speaker_0: ... so you have all of them.

Speaker speaker_2: Perfect. Thank you. I appreciate you doing that.

Speaker speaker_0: Yes, sir. Okay. And, uh, what would be a good email for you?

Speaker speaker_2: Uh, for me it's T-H-E, V, and then Skip, S-K-I-P, and then Morton, M-O-R-T-O-N, @gmail.com.

Speaker speaker_0: All right. So T-H-E, and then V as in Victor, SkipMorton@gmail.com?

Speaker speaker_2: No. No V in there. Just TheSkipMorton-

Speaker speaker_0: Oh, okay. Gotcha.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: All right. Just sent that off, so you should get it here in a few seconds.

Speaker speaker_2: Oh, all right.

Speaker speaker_0: Um, now there's two different medical ID cards on there. Um-

Speaker speaker_2: Okay.

Speaker speaker_0: ... the one that has the PharmAVille information on it is gonna be labeled, uh, Karen Morton, H-I, medical ID card.

Speaker speaker_2: Okay. H-I?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Okay. Hasn't come through as of yet, so. Oh, there it is.

Speaker speaker_0: Okay.

Speaker speaker_2: I got it.

Speaker speaker_0: I don't mind waiting.

Speaker speaker_2: Awesome.

Speaker speaker_0: All right.

Speaker speaker_2: No, I've got it.

Speaker speaker_0: Perfect.

Speaker speaker_2: Perfect.

Speaker speaker_0: Um, was there anything else you might need help with?

Speaker speaker_2: Nope. I got it. Thank you very much for helping me today. I appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_2: You too. Take care.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye.