

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits through Card. My name is Stephanie. How can I assist you? Ah, yes. Hi, Stephanie. My name is Chantel Smith. I was calling, um, to see if I can get my insurance information. I'm at a doctor's appointment and I don't have my insurance card. Okay. Yeah, I can send it to you. Um, what staffing agency do you work for? BGSS. Okay. And then what are the last four of your Social? Um, 9907. Okay. For security purposes, could you verify your address and date of birth? It's, um, 12020 North Cessna Road, Houston, Texas 77064. And my phone number is 540-1377. Okay. And then is it a house or an apartment? Um, 13-204. Okay, thank you. And then I have 540-1377 as your phone number? Correct. Okay. And then what's a good email to send those cards to? Is it still smittchantel50@yahoo.com? Yep, that is it. All right. I'll be right back. I'm gonna go ahead and email that to you. Do you want me to go ahead and send the three cards, or ju- a specific one? Um, just, just the cards. Um, they just need to verify the insurance for billing purposes. Okay. Um, I was gonna tell you that for this week, it looks like we didn't receive a deduction. Okay. Okay? So it looks like for this week, you're not covered. I just wanted to let you know before I send you that card. Close the front door. What's going on here? Yeah, so it looks like we didn't- I don't even- ... get a deduction for the- Yeah, 'cause I didn't- ... insurance policy. 'Cause I didn't work. But there's, the, the, I don't know how this works. I really don't. I'm with a staffing agency. Mm-hmm. Yeah. So, um, for you to have active coverage, we get weekly deductions for the plans that you selected. It looks like we didn't receive a deduction for this week, so that's why for the week of the 17, which is from Monday to Sunday, which is the 23rd, you don't have active coverage for this week. This is crazy. But I can still send you your information. I just wanted to, um, let you know so that you're aware. Yeah, this is stupid. I don't under- understand how this, how... Okay. All right. That's fine. Okay. Imma put you in a brief hold while I send you that information over. Thank you. Yes. We are being held for potential credit report. Your email and number match report. I was still on hold with them. Is there any way that you could send that to me and then I'll get the reimbursement and the insurance information? Okay. Thank you for your help. I went ahead and emailed those cards to you. Do you mind double checking that you did get it? You should be getting your vision, dental, and then your medical card. Okay, I got it. All right. I have it. Thank you. You're welcome. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits through Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Ah, yes. Hi, Stephanie. My name is Chantel Smith. I was calling, um, to see if I can get my insurance information. I'm at a doctor's appointment and I don't have my insurance card.

Speaker speaker_0: Okay. Yeah, I can send it to you. Um, what staffing agency do you work for?

Speaker speaker_1: BGSS.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: Um, 9907.

Speaker speaker_0: Okay. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: It's, um, 12020 North Cessna Road, Houston, Texas 77064. And my phone number is 540-1377.

Speaker speaker_0: Okay. And then is it a house or an apartment?

Speaker speaker_1: Um, 13-204.

Speaker speaker_0: Okay, thank you. And then I have 540-1377 as your phone number?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then what's a good email to send those cards to? Is it still smittchantel50@yahoo.com?

Speaker speaker_1: Yep, that is it.

Speaker speaker_0: All right. I'll be right back. I'm gonna go ahead and email that to you. Do you want me to go ahead and send the three cards, or ju- a specific one?

Speaker speaker_1: Um, just, just the cards. Um, they just need to verify the insurance for billing purposes.

Speaker speaker_0: Okay. Um, I was gonna tell you that for this week, it looks like we didn't receive a deduction.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So it looks like for this week, you're not covered. I just wanted to let you know before I send you that card.

Speaker speaker_1: Close the front door. What's going on here?

Speaker speaker_0: Yeah, so it looks like we didn't-

Speaker speaker_1: I don't even-

Speaker speaker_0: ... get a deduction for the-

Speaker speaker_1: Yeah, 'cause I didn't-

Speaker speaker_0: ... insurance policy.

Speaker speaker_1: 'Cause I didn't work. But there's, the, the, I don't know how this works. I really don't. I'm with a staffing agency.

Speaker speaker_0: Mm-hmm. Yeah. So, um, for you to have active coverage, we get weekly deductions for the plans that you selected. It looks like we didn't receive a deduction for this week, so that's why for the week of the 17, which is from Monday to Sunday, which is the 23rd, you don't have active coverage for this week.

Speaker speaker_1: This is crazy.

Speaker speaker_0: But I can still send you your information. I just wanted to, um, let you know so that you're aware.

Speaker speaker_1: Yeah, this is stupid. I don't under- understand how this, how... Okay. All right. That's fine.

Speaker speaker_0: Okay. Imma put you in a brief hold while I send you that information over.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yes. We are being held for potential credit report. Your email and number match report.

Speaker speaker_1: I was still on hold with them. Is there any way that you could send that to me and then I'll get the reimbursement and the insurance information?

Speaker speaker_0: Okay. Thank you for your help. I went ahead and emailed those cards to you. Do you mind double checking that you did get it? You should be getting your vision, dental, and then your medical card.

Speaker speaker_1: Okay, I got it.

Speaker speaker_0: All right.

Speaker speaker_1: I have it. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.