

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I was calling because, um, I was trying to access my information online but for some reason it's not allowing me to. And I don't think I received anything in the mail just yet either. But I guess I just wanted to know what type of benefits do I have, that way I can go ahead and like, you know, make appointments and everything? Um, do you guys have like an actual company that you guys use benefits through? Like Blue Cross Blue Shield or UnitedHealthcare? Like, you know, things like that. So, it just depends on the coverage that you have. Um, usually the carriers are American Public Life when it comes to your, like, dental, short-term, term life, group accident, your medical plans. And then, like, if you have the preventative plan, it would be 90 Degrees. If you have vision, it would be MetLife. But I would have to get in your file to see which ones you have. Uh, what staffing agency are you with? PRC. Okay. And then what are the last four of your Social? 0636. And your first and last name? It's Ashlynn Burton. For security purposes, could you please verify your address as well as your date of birth? Uh, date of birth is 12/13/95 and the address is 200 Mium Street Northwest. Oh, one moment. Mm-hmm. I'm sorry. I had to take a phone call. Um- It's okay. The actual... Yes, I'm sorry. It's 200 Mium Street Northwest in South Atlanta, 30013, and it's Apartment 304. Okay, thank you. Is your phone number still the 704-241-1819? 741- Mm-hmm. Mm-hmm. Okay. And then I have your email address as your first name, M-A-H-R-I, @gmail.com. Is that the way? Yeah, this is my first and middle name. Okay. Ashlynnmahri@gmail.com. Mm-hmm. All right. And then it looks like you have the VIP Standard Dental and Vision. So, that's the one that covers, like, your doctor visits- Mm-hmm. ... hospital visits, emergency room, urgent care and even some surgeries. So, if you want, um, I can go ahead and send you your cards to your email as well as the benefit guide, which the benefit guide will tell you everything that that plan covers. Yes, please, 'cause I was trying to figure out how I can get that card information 'cause I haven't received anything in the mail yet. And now I am going to need to make appointments soon, so I was just trying to see- Okay. Yeah, so- ... how I can access it, 'cause online it wouldn't let me access it online either. It told me that I couldn't access it right now. Okay, so if you want, I'll go ahead and put in a request also, um, for you to get those in the mail. Okay. All right. And then, is that a good email to send it to? Yes, yes. It's A-S-H-L-Y-N Y-M-A-H-R-I@gmail.com. I'm sorry, can you say that again? Is it A-S-H-L-Y-N-Y M-A-H- Yes. ... R-I? Yes, it's my first name Ashlynn, my middle name is Imari, Y-M-A-H-R-I. So yeah, it's put together. Okay, gotcha. All right, um, while I do that, could I put you in a brief hold? Okay. While I send you that information? Okay. Okay, thank you. Yes, hello. I'm sorry. Hello there, how may I help you? Can I get a hold... Um, can you hear me? Can you hear me? Yes, I can hear you. Okay. I went ahead and emailed you those cards to your email file. Mm-hmm. So I'm just getting two

different emails, one with the benefit guide that's gonna explain to you what plans your plans cov- I'm sorry, what coverage your plan covers, and then- Mm-hmm. ... you're gonna get a second email with your VIP standard dental and vision card. And then I went ahead and sent a request for you to get those cards as well. Okay. Okay. Well, thank you. You're welcome. Um, do a little double checking just to make sure that you did receive it. It should come from email or- Okay. ... customer support@benefitsandacard.com. Okay, one second. Did you receive them? Yeah. Oh, yes, I got them. All right. Mm-hmm. And then the pharmacy information as well as the carrier's information should be in that PDF. Mm-hmm. Okay? Okay. Okay, great. Well, thank you. You're welcome. Have a nice day. You too. 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 in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I was calling because, um, I was trying to access my information online but for some reason it's not allowing me to. And I don't think I received anything in the mail just yet either. But I guess I just wanted to know what type of benefits do I have, that way I can go ahead and like, you know, make appointments and everything? Um, do you guys have like an actual company that you guys use benefits through? Like Blue Cross Blue Shield or UnitedHealthcare? Like, you know, things like that.

Speaker speaker_1: So, it just depends on the coverage that you have. Um, usually the carriers are American Public Life when it comes to your, like, dental, short-term, term life, group accident, your medical plans. And then, like, if you have the preventative plan, it would be 90 Degrees. If you have vision, it would be MetLife. But I would have to get in your file to see which ones you have. Uh, what staffing agency are you with?

Speaker speaker_2: PRC.

Speaker speaker_1: Okay. And then what are the last four of your Social?

Speaker speaker_2: 0636.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Ashlynn Burton.

Speaker speaker_1: For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_2: Uh, date of birth is 12/13/'95 and the address is 200 Mium Street Northwest. Oh, one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm sorry. I had to take a phone call. Um-

Speaker speaker_1: It's okay.

Speaker speaker_2: The actual... Yes, I'm sorry. It's 200 Mium Street Northwest in South Atlanta, 30013, and it's Apartment 304.

Speaker speaker_1: Okay, thank you. Is your phone number still the 704-241-1819?

Speaker speaker_2: 741- Mm-hmm. Mm-hmm.

Speaker speaker_1: Okay. And then I have your email address as your first name, M-A-H-R-I, @gmail.com. Is that the way?

Speaker speaker_2: Yeah, this is my first and middle name.

Speaker speaker_1: Okay.

Speaker speaker_2: Ashlynnmahri@gmail.com. Mm-hmm.

Speaker speaker_1: All right. And then it looks like you have the VIP Standard Dental and Vision. So, that's the one that covers, like, your doctor visits-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... hospital visits, emergency room, urgent care and even some surgeries. So, if you want, um, I can go ahead and send you your cards to your email as well as the benefit guide, which the benefit guide will tell you everything that that plan covers.

Speaker speaker_2: Yes, please, 'cause I was trying to figure out how I can get that card information 'cause I haven't received anything in the mail yet. And now I am going to need to make appointments soon, so I was just trying to see-

Speaker speaker_1: Okay. Yeah, so-

Speaker speaker_2: ... how I can access it, 'cause online it wouldn't let me access it online either. It told me that I couldn't access it right now.

Speaker speaker_1: Okay, so if you want, I'll go ahead and put in a request also, um, for you to get those in the mail.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then, is that a good email to send it to?

Speaker speaker_2: Yes, yes. It's A-S-H-L-Y-N Y-M-A-H-R-I@gmail.com.

Speaker speaker_1: I'm sorry, can you say that again? Is it A-S-H-L-Y-N-Y M-A-H-

Speaker speaker_2: Yes.

Speaker speaker_1: ... R-I?

Speaker speaker_2: Yes, it's my first name Ashlynn, my middle name is Imari, Y-M-A-H-R-I. So yeah, it's put together.

Speaker speaker_1: Okay, gotcha. All right, um, while I do that, could I put you in a brief hold?

Speaker speaker_2: Okay.

Speaker speaker_1: While I send you that information?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, thank you.

Speaker speaker_3: Yes, hello. I'm sorry.

Speaker speaker_4: Hello there, how may I help you?

Speaker speaker_1: Can I get a hold... Um, can you hear me? Can you hear me?

Speaker speaker_4: Yes, I can hear you.

Speaker speaker_1: Okay. I went ahead and emailed you those cards to your email file.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: So I'm just getting two different emails, one with the benefit guide that's gonna explain to you what plans your plans cov- I'm sorry, what coverage your plan covers, and then-

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: ... you're gonna get a second email with your VIP standard dental and vision card. And then I went ahead and sent a request for you to get those cards as well.

Speaker speaker_4: Okay. Okay. Well, thank you.

Speaker speaker_1: You're welcome. Um, do a little double checking just to make sure that you did receive it. It should come from email or-

Speaker speaker_4: Okay.

Speaker speaker_1: ... customer support@benefitsandacard.com.

Speaker speaker_4: Okay, one second. Did you receive them?

Speaker speaker_5: Yeah.

Speaker speaker_4: Oh, yes, I got them.

Speaker speaker_1: All right.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: And then the pharmacy information as well as the carrier's information should be in that PDF.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: Okay?

Speaker speaker_4: Okay. Okay, great. Well, thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_4: You too. Bye.