

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Um, I have insurance through a staffing agency and, um, I was never sent my, my medical card, so I don't know my, um, policy number. Sure thing. And what staffing company do you work with? Um, TRC Staffing Solutions. What are the last four of the social? My last four? Yes, sir. 0777. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, 840 US Highway 411, Southeast Ranger, Georgia 0734, and my date of birth is 09/29/2004. We have best contact 762-231-5652. Yes, ma'am. And we have your email down as first and last name, 89@gmail.com. Yes, ma'am. So it does show the current policy has been active since December. Um, and you said that you did not receive any of the benefit card sent over? Yeah. I didn't receive my medical. I received my, um, my dental and my vision. That was the only two that I received. Yes. The reason why you didn't receive a physical copy of the medical is because that carrier doesn't do physical cards for the medical plans. Okay. They only send a digital copy to the email and filed. That's the reason why that was the only one that was missing from your benefit cards to be received on the mail. Can you tell me what the name of that is so I can check my email? American Public Life. I can still send you another copy. Yes, please. Yeah, it's not showing up in my email. Okay. That's still okay. I can still send it to your email. I'm just waiting for it to- Oh, thank you. ... download right now. Yeah. I was in a, um, I broke my arm so I need my insurance. Yes, sir. So I did see you went online on the 9th yesterday. Yes, but I So that's okay, sir. I'm not, I'm not talking in regards to the benefit card. So I'm just saying when you went online yesterday and tried to edit your information, you went ahead and processed the same enrollment you currently have. The system isn't going to let you do that because you don't have, you're not eligible for coverage changes. So I'm going to go ahead and cancel that pending enrollment so it doesn't cause any issues further down the line with your enrollment. Okay. Yes, ma'am. Okay. Okay, so I sent that copy of your benefit card from our office email, which is info@benefitsinacard.com, and it's going to be title ID Card. Okay, thank you. Let me know when you... Of course. I got it. Thank you. Of course. So you are all set. Um, your medical plan, dental or vision don't have any network requirements. Um, but they do still have a network company that can assist you in locating providers in your area in the event that you need it. That's that phone number that's on that list. Okay, thank you. Of course. Is there anything else that we can assist you with today? No, ma'am. All right. I hope you have a wonderful rest of your day and thank you for your time today. Thank you. No problem. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I have insurance through a staffing agency and, um, I was never sent my, my medical card, so I don't know my, um, policy number.

Speaker speaker_0: Sure thing. And what staffing company do you work with?

Speaker speaker_1: Um, TRC Staffing Solutions.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: My last four?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 0777.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Um, 840 US Highway 411, Southeast Ranger, Georgia 0734, and my date of birth is 09/29/2004.

Speaker speaker_0: We have best contact 762-231-5652.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we have your email down as first and last name, 89@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So it does show the current policy has been active since December. Um, and you said that you did not receive any of the benefit card sent over?

Speaker speaker_1: Yeah. I didn't receive my medical. I received my, um, my dental and my vision. That was the only two that I received.

Speaker speaker_0: Yes. The reason why you didn't receive a physical copy of the medical is because that carrier doesn't do physical cards for the medical plans.

Speaker speaker_1: Okay.

Speaker speaker_0: They only send a digital copy to the email and filed. That's the reason why that was the only one that was missing from your benefit cards to be received on the mail.

Speaker speaker_1: Can you tell me what the name of that is so I can check my email?

Speaker speaker_0: American Public Life. I can still send you another copy.

Speaker speaker_1: Yes, please. Yeah, it's not showing up in my email.

Speaker speaker_0: Okay. That's still okay. I can still send it to your email. I'm just waiting for it to-

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: ... download right now.

Speaker speaker_1: Yeah. I was in a, um, I broke my arm so I need my insurance.

Speaker speaker_0: Yes, sir. So I did see you went online on the 9th yesterday.

Speaker speaker_1: Yes, but I

Speaker speaker_2: So that's okay, sir. I'm not, I'm not talking in regards to the benefit card. So I'm just saying when you went online yesterday and tried to edit your information, you went ahead and processed the same enrollment you currently have. The system isn't going to let you do that because you don't have, you're not eligible for coverage changes. So I'm going to go ahead and cancel that pending enrollment so it doesn't cause any issues further down the line with your enrollment.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Okay. Okay, so I sent that copy of your benefit card from our office email, which is info@benefitsinacard.com, and it's going to be title ID Card.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Let me know when you... Of course.

Speaker speaker_1: I got it. Thank you.

Speaker speaker_0: Of course. So you are all set. Um, your medical plan, dental or vision don't have any network requirements. Um, but they do still have a network company that can assist you in locating providers in your area in the event that you need it. That's that phone number that's on that list.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Is there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Bye-bye.