

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hello, ma'am. Hi. I'm getting a health insurance through a job I just recently started. I'm just looking to get information. Okay. Which staffing company do you work with? Um, MAU Workforce Solutions. And what is the last four of your Social? Uh, 6725. And your last name? Franklin. Could you please verify your mailing address and date of birth? Um, 61 South Main Street, Luthersville, Georgia. Date of birth is 5-31-1988. We have best contact 904-536-3012? Yes, ma'am. And we have your email down as neNative401@yahoo.com? That's correct. Actually, Mr. Franklin, we received the form that you had filled out March 6, 2025 and processed that current enrollment already. So you're actually currently active. You've been active since March 31st on the policy of medical, dental, vision, and group accident for employee only. So I do have, uh, health insurance? Yes, sir. That is correct. I just wanted to make sure. I thought I marked it, but never know if anything goes wrong in their system. Understood. Were you needing any of your benefit cards? Uh, yes, ma'am. Um, the health insurance. I aggravated an old injury. I just wanted to check it out for peace of mind. Understood. So bear with me one moment. I'm gonna place you in a quick hold so that I can download those cards and I'll be right back. Thank you. My pleasure. Thank you so much for holding, Mr. Franklin. I went ahead and sent you three PDF files in total, which will be your benefit cards. Your medical, preventative, and dental are both on the same card. And then just keep in mind, for that medical preventative, you do want to stay within network. What was that last part? Yes, sir. I was saying for your medical preventative, you want to make sure that you're staying within network to have those services covered. Oh, yes, ma'am. Um, but, uh, that health insurance that you guys provide, do you, uh, help me at like Piedmont, um, Urgent Care? So we do not provide any of these benefits. We only administer them. But that medical plan you selected, the Inuruplus Enhanced, it does cover, to our understanding, um, the emergency room. It will cover \$250 from the bill, leaving you responsible for the remainder. All right. Um, uh, where were those cards sent, my email or text? To your email. We don't have texting availabilities unfortunately. Oh. All right, I'm just checking. Thank you. Of course. Anything else we can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Conversation Format

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

Speaker speaker_1: Hello, ma'am. Hi. I'm getting a health insurance through a job I just recently started. I'm just looking to get information.

Speaker speaker_0: Okay. Which staffing company do you work with?

Speaker speaker_1: Um, MAU Workforce Solutions.

Speaker speaker_0: And what is the last four of your Social?

Speaker speaker_1: Uh, 6725.

Speaker speaker_0: And your last name?

Speaker speaker_1: Franklin.

Speaker speaker_0: Could you please verify your mailing address and date of birth?

Speaker speaker_1: Um, 61 South Main Street, Luthersville, Georgia. Date of birth is 5-31-1988.

Speaker speaker_0: We have best contact 904-536-3012?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we have your email down as neNative401@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Actually, Mr. Franklin, we received the form that you had filled out March 6, 2025 and processed that current enrollment already. So you're actually currently active. You've been active since March 31st on the policy of medical, dental, vision, and group accident for employee only.

Speaker speaker_1: So I do have, uh, health insurance?

Speaker speaker_0: Yes, sir. That is correct.

Speaker speaker_1: I just wanted to make sure. I thought I marked it, but never know if anything goes wrong in their system.

Speaker speaker_0: Understood. Were you needing any of your benefit cards?

Speaker speaker_1: Uh, yes, ma'am. Um, the health insurance. I aggravated an old injury. I just wanted to check it out for peace of mind.

Speaker speaker_0: Understood. So bear with me one moment. I'm gonna place you in a quick hold so that I can download those cards and I'll be right back.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure. Thank you so much for holding, Mr. Franklin. I went ahead and sent you three PDF files in total, which will be your benefit cards. Your medical, preventative, and dental are both on the same card. And then just keep in mind, for that medical preventative, you do want to stay within network.

Speaker speaker_1: What was that last part?

Speaker speaker_0: Yes, sir. I was saying for your medical preventative, you want to make sure that you're staying within network to have those services covered.

Speaker speaker_1: Oh, yes, ma'am. Um, but, uh, that health insurance that you guys provide, do you, uh, help me at like Piedmont, um, Urgent Care?

Speaker speaker_0: So we do not provide any of these benefits. We only administer them. But that medical plan you selected, the Inuruplus Enhanced, it does cover, to our understanding, um, the emergency room. It will cover \$250 from the bill, leaving you responsible for the remainder.

Speaker speaker_1: All right. Um, uh, where were those cards sent, my email or text?

Speaker speaker_0: To your email. We don't have texting availabilities unfortunately.

Speaker speaker_1: Oh. All right, I'm just checking. Thank you.

Speaker speaker_0: Of course. Anything else we can assist you with today?

Speaker speaker_1: No, that's it.

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