

Transcript: Francesca

Baez-5297482889478144-4944964405739520

Full Transcript

Thank you for calling Benefit 10-0-5. My name is Francesca. How can I assist you today?
Good morning, Francesca. Uh, my name's, uh, uh, Pat Gilden. How are you doing? Good.
How can I help you? Um, I'm trying to activate my card, and I got to where it wants the, uh, uh, for pharmacy. And I typed in my pharmacy's address and all that, but it won't, for some reason, it won't take it. It keeps being stuck. It says no s- it says Search. Zero search results.
Okay. Okay, and what benefit card are you trying to activate, sir? Oh, it's, uh, my health, health card. So health insurance benefit cards can get activated once you receive any of their policy and tell was activated at some point. I can take a look and see if we received your premium for this week. Okay. What sub company do you work with? Uh, Partners Personal.
What are the last four of your Social? Uh, 7511. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Sure. Uh, mailing address is 30929 Silver Palm Drive, Homeland, California, um, 92548. Date of birth is 7/23/1967. I have best contact, 213-5, I mean, 352-9255. What was that again? I have the best contact number- Oh. ... same as the one you're calling on, ending in 9255. Oh, yeah. We have your email down as your first name, gile88@gmail.com. Uh, yes. Sir, where did you get the benefit card you're trying to activate? Okay, I think it was about three, four, five weeks ago, something like that, where I just got this, uh, email last, last night, to activate it. And what does that benefit card look like? Can you describe it to me please? Uh, I, n- no, uh, no, I don't have a physical card. It was a email that was sent to me telling me to, uh, to activate my card. Okay. So what was it that you were trying to use with your pharmacy then? Okay, I was going through the process of filling out the, you know, the card. They asked me like my height, weight, uh, medical j- conditions and if these prescriptions, you know, from the pharmacy, you know, you know, download, uh, my pharmacy address. The reason why I'm asking, sir, your benefit cards haven't even been uploaded or created. I'm not sure what it is that you're trying to use to get medications. The payment for your policy was received today, February 24th, and it was sent to your carrier. So as of right now is when they're creating your policy number and benefit cards. Okay. Well, I'm just trying to go by what the email told me to do. I'm sorry, uh, okay? I didn't, I mean, I got the email like last night, I'm like, okay? Okay. All right, so I guess- I'm gonna- ... card is be... Huh? I was gonna ask, what is the e- the address that is providing you, the email address, that is providing you to go toward the website? Okay, hold on. Let me... Uh, it says, "Your new benefits announcement access is activate your benefit in your card account. No 5 virtualcarebena- benefitscard.com." Okay, so that email is actually in regards to your virtual urgent care plan that comes with the medical plan you selected. All right. The benefit cards will be made by the end of the week, Friday. Okay. Okay. All right. Did you need it sooner to see if the front office is able to get a policy number or will you be all right waiting till Friday? I can wait till Friday. Understood. So you're awesome, Mr. Gideon. Um, that email that

you were going through a process of is actually for your virtual access. I would recommend waiting till tomorrow, that 24 hours, for them to finish uploading your information into the system. It could be the reason why it's still giving you issues while you're trying to activate the online benefit card information- Okay. ... for the virtual system. Okay. No problem. Okay. I mean, that's all right. I'll just wait for, like I, I, I just wish I even get the card period. I'm not in no big rush. I was just trying to take care of it. Mm-hmm. You know? Okay. All righty. All right. Guess that's it then. Understood. I hope you have a wonderful rest of your day, and thank you for your time today. Uh, you too. Thank you for your time too. All righty. Bye-bye. Take care. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Good morning, Francesca. Uh, my name's, uh, uh, Pat Gilden. How are you doing?

Speaker speaker_0: Good. How can I help you?

Speaker speaker_1: Um, I'm trying to activate my card, and I got to where it wants the, uh, uh, for pharmacy. And I typed in my pharmacy's address and all that, but it won't, for some reason, it won't take it. It keeps being stuck. It says no s- it says Search. Zero search results.

Speaker speaker_0: Okay. Okay, and what benefit card are you trying to activate, sir?

Speaker speaker_1: Oh, it's, uh, my health, health card.

Speaker speaker_0: So health insurance benefit cards can get activated once you receive any of their policy and tell was activated at some point. I can take a look and see if we received your premium for this week.

Speaker speaker_1: Okay.

Speaker speaker_0: What sub company do you work with?

Speaker speaker_1: Uh, Partners Personal.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Uh, 7511.

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: Sure. Uh, mailing address is 30929 Silver Palm Drive, Homeland, California, um, 92548. Date of birth is 7/23/1967.

Speaker speaker_0: I have best contact, 213-5, I mean, 352-9255.

Speaker speaker_1: What was that again?

Speaker speaker_0: I have the best contact number-

Speaker speaker_1: Oh.

Speaker speaker_0: ... same as the one you're calling on, ending in 9255.

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: We have your email down as your first name, gile88@gmail.com.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Sir, where did you get the benefit card you're trying to activate?

Speaker speaker_1: Okay, I think it was about three, four, five weeks ago, something like that, where I just got this, uh, email last, last night, to activate it.

Speaker speaker_0: And what does that benefit card look like? Can you describe it to me please?

Speaker speaker_1: Uh, I, n- no, uh, no, I don't have a physical card. It was a email that was sent to me telling me to, uh, to activate my card.

Speaker speaker_0: Okay. So what was it that you were trying to use with your pharmacy then?

Speaker speaker_1: Okay, I was going through the process of filling out the, you know, the card. They asked me like my height, weight, uh, medical j- conditions and if these prescriptions, you know, from the pharmacy, you know, you know, download, uh, my pharmacy address.

Speaker speaker_0: The reason why I'm asking, sir, your benefit cards haven't even been uploaded or created. I'm not sure what it is that you're trying to use to get medications. The payment for your policy was received today, February 24th, and it was sent to your carrier. So as of right now is when they're creating your policy number and benefit cards.

Speaker speaker_1: Okay. Well, I'm just trying to go by what the email told me to do. I'm sorry, uh, okay? I didn't, I mean, I got the email like last night, I'm like, okay? Okay. All right, so I guess-

Speaker speaker_0: I'm gonna-

Speaker speaker_1: ... card is be... Huh?

Speaker speaker_0: I was gonna ask, what is the e- the address that is providing you, the email address, that is providing you to go toward the website?

Speaker speaker_1: Okay, hold on. Let me... Uh, it says, "Your new benefits announcement access is activate your benefit in your card account. No 5 virtualcarebena- benefitcard.com."

Speaker speaker_0: Okay, so that email is actually in regards to your virtual urgent care plan that comes with the medical plan you selected.

Speaker speaker_1: All right.

Speaker speaker_0: The benefit cards will be made by the end of the week, Friday.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. Did you need it sooner to see if the front office is able to get a policy number or will you be all right waiting till Friday?

Speaker speaker_1: I can wait till Friday.

Speaker speaker_0: Understood. So you're awesome, Mr. Gideon. Um, that email that you were going through a process of is actually for your virtual access. I would recommend waiting till tomorrow, that 24 hours, for them to finish uploading your information into the system. It could be the reason why it's still giving you issues while you're trying to activate the online benefit card information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for the virtual system.

Speaker speaker_1: Okay. No problem. Okay. I mean, that's all right. I'll just wait for, like I, I, I just wish I even get the card period. I'm not in no big rush. I was just trying to take care of it.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You know? Okay. All righty. All right. Guess that's it then.

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

Speaker speaker_1: Uh, you too. Thank you for your time too. All righty. Bye-bye. Take care.

Speaker speaker_0: You're welcome. Bye-bye.