

Transcript: Francesca

Baez-5439960368201728-5540513773436928

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, I need, uh, to get some information. I got insurance with y'all through Surge. Um, I got my vision medical card, it's MetLife Vision, whatever it is. But I didn't get my health, uh, medical. And- So let's take a look. My name is Shann Phelps. S-H-A-N-N, last name P-H-E-L-P-S. And I'm trying to make an appointment and they won't do it without my medical information, health insurance information. So let's take a look. What staffing company do you work with? I'm with Dollar General, but I work through Surge, temp company Surge. What are the last four of the Social? Mine is 8900. I told her probably about a month ago that I only had my vision thing, I never got a medical, a health, health card. And she never did nothing. I just called now and they gave me y'all's. I'm gonna call directly. Please verify your mailing address and date of birth. 1130 Watson Road, Henry, South Carolina 29335. Date of birth was 9/15/76. We have best contact 803-271-7038, with secondary 864-497-770. That's backwards. My number is the 497 and the, the secondary is the 803. Okay, I changed them and we have your email then as your last name. D-A-D-D-Y number one at gmail.com. Uh-huh. Okay, so this is the first time that Benefits in a Card has spoken with you. The reason why you did not receive a card is because that particular plan, the carrier which is APL who you actually have the insurance with for dental and medical, not Benefits in a Card, they do not send a physical card for medical. They send a copy to the email on file, which to be truthful with you eight out of 10, sometimes depending on your settings, it could go to your junk or spam mail. I can download a digital copy and send it to the email on file. Did you need me to request for them to send you a physical copy to your home address? Yes. Um, well I mean you could... Either way, I just need the number now because I'm trying to do an appointment. So if you can send the email that would work fine, but I just went through my email yesterday. Well sir, I doubt you're gonna find it now because you became active back in February 24, 2025. Uh-huh. So it's very unlikely that you're going to be able to find that digital card on your mailbox now. Well, can't you send it to me now? I'm working on that, sir. I'm gonna send you a digital copy to the email on file as you have requested. Okay. All right. I'll send it from the office which is info@benefitsinacard.com. Be sure to advise your doctor that you have coverage with APL, not Benefits in a Card, since we're only an administrator. APL? Yes, sir. American Public Life. Okay. All right. Aside from sending you the digital copy of your card, is there anything else we can assist you with today? No, ma'am. That's all. All right. I hope you have a wonderful rest of your day. Thank you for your time today. All right. Thank you.

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: Yes, I need, uh, to get some information. I got insurance with y'all through Surge. Um, I got my vision medical card, it's MetLife Vision, whatever it is. But I didn't get my health, uh, medical. And-

Speaker speaker_0: So let's take a look.

Speaker speaker_1: My name is Shann Phelps. S-H-A-N-N, last name P-H-E-L-P-S. And I'm trying to make an appointment and they won't do it without my medical information, health insu- insurance information.

Speaker speaker_0: So let's take a look. What staffing company do you work with?

Speaker speaker_1: I'm with Dollar General, but I work through Surge, temp company Surge.

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

Speaker speaker_1: Mine is 8900. I told her probably about a month ago that I only had my vision thing, I never got a medical, a health, health card. And she never did nothing. I just called now and they gave me y'alls. I'm gonna call directly.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 1130 Watson Road, Henry, South Carolina 29335. Date of birth was 9/15/76.

Speaker speaker_0: We have best contact 803-271-7038, with secondary 864-497-770.

Speaker speaker_1: That's backwards. My number is the 497 and the, the secondary is the 803.

Speaker speaker_0: Okay, I changed them and we have your email then as your last name. D-A-D-D-Y number one at gmail.com.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay, so this is the first time that Benefits in a Card has spoken with you. The reason why you did not receive a card is because that particular plan, the carrier which is APL who you actually have the insurance with for dental and medical, not Benefits in a Card, they do not send a physical card for medical. They send a copy to the email on file, which to be truthful with you eight out of 10, sometimes depending on your settings, it could go to your junk or spam mail. I can download a digital copy and send it to the email on file. Did you need me to request for them to send you a physical copy to your home address?

Speaker speaker_1: Yes. Um, well I mean you could... Either way, I just need the number now because I'm trying to do an appointment. So if you can send the email that would work fine, but I just went through my email yesterday.

Speaker speaker_0: Well sir, I doubt you're gonna find it now because you became active back in February 24, 2025.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So it's very unlikely that you're going to be able to find that digital card on your mailbox now.

Speaker speaker_1: Well, can't you send it to me now?

Speaker speaker_0: I'm working on that, sir. I'm gonna send you a digital copy to the email on file as you have requested.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'll send it from the office which is info@benefitsinacard.com. Be sure to advise your doctor that you have coverage with APL, not Benefits in a Card, since we're only an administrator.

Speaker speaker_1: APL?

Speaker speaker_0: Yes, sir. American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Aside from sending you the digital copy of your card, is there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That's all.

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

Speaker speaker_1: All right. Thank you.