

Transcript: Francesca

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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, Francesca. My name is Brian. Um, I recently activated my Benefits in a Card account and I'm a member. And, um, I would like to receive a PDF by email or some other proof of coverage document, because I have a dentist appointment today and I want to ensure that I can show my proof of coverage at my appointment. Yeah, I'll have to take a look and see if that's available. What staffing company do you work with? Oxford Global Resources. What are the last four of the social? 2439. For security purposes, please verify your mailing address and date of birth. Um, mailing address is 6204 Foundation Circle, Colorado Springs, Colorado 80923. And my date of birth was April 23rd, 1980. We have best contact primary as 3017081387 and secondary at 4436798247? Correct. All right and the last point of contact I'd like to confirm are the emails. We have it down as drbrianhart340@gmail.com and secondary as tallnavyguy@gmail.com. That is correct. All right let's take a look and see. Hopefully the card is available, if not I can provide a policy number, but bear with me one moment while I check and see if they have that digital copy available. Yeah, it would be great to get something by email as a PDF that I can print out and bring to my dentist's office, if possible. Um, so yes, it is possible. I just downloaded the dental, so I just have to place in a quick hold so that I can also get your vision card. Okay, wonderful. Thank you so much, appreciate you. Of course. I'll be right back, okay? Thank you. Thank you so much for holding, Mr. Hart. Yes, hello. I'm here. All right. So I sent you a total of three PDF files. Now your med sub preventative and your vision are both on the same benefit card, they're old label. The one thing I do want to let you know is, your carrier for vision, which is MetLife, they have- Ah. ... two upper branches, one of them is Major Medical Insurance and the other one is PPO Limited. Yours is PPO Limited. The steps and instructions for your vision provider to verify your coverage were on that email for you. Just make sure that they do call that phone number. Okay, sounds great. Well, I'm going to dental right now, so I'll be utilizing my dental benefits for the time being. So, but I did want to make sure, but thank you for making sure I'm aware and I will absolutely go and make sure my vision benefits are signed up and that I've selected a provider. Uh, Mr. Hart, so you are all set, you don't have any network requirements aside from your medical preventative. Sounds great. Appreciate you. It was a pleasure, I hope you have a wonderful rest of your day. And thank you for calling Benefits in a Card. You too. Thank you. Bye-bye. Thank you. 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, Francesca. My name is Brian. Um, I recently activated my Benefits in a Card account and I'm a member. And, um, I would like to receive a PDF by email or some other proof of coverage document, because I have a dentist appointment today and I want to ensure that I can show my proof of coverage at my appointment.

Speaker speaker_0: Yeah, I'll have to take a look and see if that's available. What staffing company do you work with?

Speaker speaker_1: Oxford Global Resources.

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

Speaker speaker_1: 2439.

Speaker speaker_0: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_1: Um, mailing address is 6204 Foundation Circle, Colorado Springs, Colorado 80923. And my date of birth was April 23rd, 1980.

Speaker speaker_0: We have best contact primary as 3017081387 and secondary at 4436798247?

Speaker speaker_1: Correct.

Speaker speaker_0: All right and the last point of contact I'd like to confirm are the emails. We have it down as drbrianhart340@gmail.com and secondary as tallnavyguy@gmail.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: All right let's take a look and see. Hopefully the card is available, if not I can provide a policy number, but bear with me one moment while I check and see if they have that digital copy available.

Speaker speaker_1: Yeah, it would be great to get something by email as a PDF that I can print out and bring to my dentist's office, if possible.

Speaker speaker_0: Um, so yes, it is possible. I just downloaded the dental, so I just have to place in a quick hold so that I can also get your vision card.

Speaker speaker_1: Okay, wonderful. Thank you so much, appreciate you.

Speaker speaker_0: Of course. I'll be right back, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you so much for holding, Mr. Hart.

Speaker speaker_1: Yes, hello. I'm here.

Speaker speaker_0: All right. So I sent you a total of three PDF files. Now your med sub preventative and your vision are both on the same benefit card, they're old label. The one thing I do want to let you know is, your carrier for vision, which is MetLife, they have-

Speaker speaker_1: Ah.

Speaker speaker_0: ... two upper branches, one of them is Major Medical Insurance and the other one is PPO Limited. Yours is PPO Limited. The steps and instructions for your vision provider to verify your coverage were on that email for you. Just make sure that they do call that phone number.

Speaker speaker_1: Okay, sounds great. Well, I'm going to dental right now, so I'll be utilizing my dental benefits for the time being. So, but I did want to make sure, but thank you for making sure I'm aware and I will absolutely go and make sure my vision benefits are signed up and that I've selected a provider.

Speaker speaker_0: Uh, Mr. Hart, so you are all set, you don't have any network requirements aside from your medical preventative.

Speaker speaker_1: Sounds great. Appreciate you.

Speaker speaker_0: It was a pleasure, I hope you have a wonderful rest of your day. And thank you for calling Benefits in a Card.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.