

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. I was just calling because I cannot find my physical copy of my card, and I j- I need to actually go to the urgent care like now. Um, I'm having chest pains. I didn't know if you can help me... I know they're gonna ask me for, like, billing and stuff like that, so I didn't know if you can help me, like, get my policy number or whatever it may be, so I can give it to the, um, urgent care. Sure thing. What staffing company do you work with? Um... um, TRC Staffing Services. And what are the last four of your Social? Um, eight-seven-five-zero. And your last name? Woods, W-O-O-D-S. Could you please verify your mailing address and date of birth? Yes, ma'am. It's 720 Sawn Court, Lillington, Georgia, three-zero-zero-five-two. Date of birth, 11/07/1998. We have the best phone number to reach you down as 404-988-5468. Yes, ma'am. We have your email down as first name, last name, 03@icloud.com? Yes, ma'am. Okay, and you said that was a medical card you needed, correct? Yes, and I also have another question. Well, can you send me all three of 'em? Sure thing. I'll have to place you in hold to download them. Okay, thank you. No problem. Bear with me one moment. Yes, ma'am. Thank you. Thank you for holding, Miss Woods. I have sent you an email, four PDF files which will be your Benefit Card. Keep in mind that your medical plan does require network. Say that one more time. I'm sorry. Yes, ma'am. Keep in mind that your medical plan does have a network requirement. Okay. I'm actually going to the emergency room. That's included in it, right? Let's see. Yes, ma'am, it shows that it has the emergency... I'll show you just sh- uh, here it is, the emergency hospital room at 250 coverage with the Group Accident Plan. Okay. Thank you so much. So it is covered. That's what it shows in the benefit guide, that it will cover hospital emergency room at 250 under the Group Accident. Okay. You have to make sure, however, that the ho-emergency room that you're going to is within network. Okay. Is it possible for you to tell me which ones are in my network then? Unfortunately, I don't have access to that. The network providers do. You have to speak with a multi-plan network for that information. I can get you transferred over if you like. Please. Sure thing. Bear with me one moment. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. I was just calling because I cannot find my physical copy of my card, and I j- I need to actually go to the urgent care like now. Um, I'm having chest pains. I didn't know if you can help me... I know they're gonna ask me for, like, billing and stuff like that, so I didn't know if you can help me, like, get my policy number or whatever it may be, so I can give it to the, um, urgent care.

Speaker speaker_1: Sure thing. What staffing company do you work with?

Speaker speaker_2: Um... um, TRC Staffing Services.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: Um, eight-seven-five-zero.

Speaker speaker_1: And your last name?

Speaker speaker_2: Woods, W-O-O-D-S.

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: Yes, ma'am. It's 720 Sawn Court, Lillington, Georgia, three-zero-zero-five-two. Date of birth, 11/07/1998.

Speaker speaker_1: We have the best phone number to reach you down as 404-988-5468.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have your email down as first name, last name, 03@icloud.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and you said that was a medical card you needed, correct?

Speaker speaker_2: Yes, and I also have another question. Well, can you send me all three of 'em?

Speaker speaker_1: Sure thing. I'll have to place you in hold to download them.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Bear with me one moment.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: Thank you for holding, Miss Woods. I have sent you an email, four PDF files which will be your Benefit Card. Keep in mind that your medical plan does require network.

Speaker speaker_2: Say that one more time. I'm sorry.

Speaker speaker_1: Yes, ma'am. Keep in mind that your medical plan does have a network requirement.

Speaker speaker_2: Okay. I'm actually going to the emergency room. That's included in it, right?

Speaker speaker_1: Let's see. Yes, ma'am, it shows that it has the emergency... I'll show you just sh- uh, here it is, the emergency hospital room at 250 coverage with the Group Accident Plan.

Speaker speaker_2: Okay. Thank you so much. So it is covered.

Speaker speaker_1: That's what it shows in the benefit guide, that it will cover hospital emergency room at 250 under the Group Accident.

Speaker speaker_2: Okay.

Speaker speaker_1: You have to make sure, however, that the ho- emergency room that you're going to is within network.

Speaker speaker_2: Okay. Is it possible for you to tell me which ones are in my network then?

Speaker speaker_1: Unfortunately, I don't have access to that. The network providers do. You have to speak with a multi-plan network for that information. I can get you transferred over if you like.

Speaker speaker_2: Please.

Speaker speaker_1: Sure thing. Bear with me one moment.

Speaker speaker_2: Thank you.