

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? Uh, yes, I'm just calling to see, um, where I can find what information I would need to give to my health provider. Um, I'm on the online website but I don't see anything about, like, a digital ID card or how I would convey, like, the group number, for example. Yes, sir. If you're in the benefitsinacard.com website ... it would appear that website is solely for the purpose of enrolling or declining. After you have coverage, you have to go into your carrier site. Let me take a look to see if I have access to your digital cards. What staffing company do you work with? I work with Creative Circle. What are the last four of the social and the last name? Uh, the last name would be Zinkhln, Z-I-N-K-H-L-N, and the last four social, 6029. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, date of birth, 2/7/97. Address, 204 8th Street West, Cincinnati, Ohio, 45202. I have that phone number to reach you. Down as 937-543-8773? That's correct. We have your email down as logan.lastname@gmail.com? Yes. Okay, so this year your benefit cards were mailed out on the 7th of February, so they might still be in transit since it does take three to four weeks for them to arrive. Um, you still have this week and the next one to go. Oh, yeah. And then, the only one that's really gonna get to you physically is your dental and your vision. For medical, your carrier, which is American Public Life for the vision and dental, for some reason on the medical plans they don't do a physical card mailed to you. They send a digital copy- Okay. ... to your email. So, if you wanted to have a physical card, let me know so that I can put in a mail request for you for that physical medical card. Uh, yes, a physical medical card would be very helpful. Thank you. Of course. Let's see. Okay, so I'm just missing to download one more of your benefit cards. I'm gonna place you in a quick hold while that one downloads, and I put in that mail request for you, and I'll be right back. Okay? Awesome. Great. Thanks. All right. Thank you so much. One second. Thank you so much for holding, sir. Um, so I have emailed you three PDF files which are gonna be the medical, dental, and vision card to your email. They'll have the policy number for you in there, which is usually what your providers request when making an appointment. Okay. Yeah. Um, and then I did find that, unfortunately, the name of your state was misspelled. I mean, the city was misspelled. So, it might take a little longer for those benefit cards to arrive 'cause I am going to go ahead and put in a request in regards to that. It looks like it was missing an additional N in the Cincinnati. Yep. I was just about to say, for some reason I always add two Ts instead of two Ns. Uh, so, that, that makes a lot of sense, unfortunately. It's okay. My bad. And then the apartment number was letter A as in apple, right? Yes. That is correct. 204 8th Street West, Apartment A, zip code 45202, correct? Yes. All right. I'll make sure to go ahead and also request an additional dental one 'cause more than likely it's gonna go to the wrong place or get returned back to us. Yeah. No problem. All right. And then if you'd like, I can hold and check to make sure that you did

receive the email I sent. It's from our office, which is info@benefitsinacard and it should be titled ID Card. Uh, I have it open right now, so I, I did receive it. Thank you for that. Of course. Was there anything else ... professional benefit cards that we can assist you with today? Uh, I think that's everything for now. Thank you. Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for your time today. Yep. Thanks. Bye. 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: Uh, yes, I'm just calling to see, um, where I can find what information I would need to give to my health provider. Um, I'm on the online website but I don't see anything about, like, a digital ID card or how I would convey, like, the group number, for example.

Speaker speaker_0: Yes, sir. If you're in the benefitsinacard.com website ... it would appear that website is solely for the purpose of enrolling or declining. After you have coverage, you have to go into your carrier site. Let me take a look to see if I have access to your digital cards. What staffing company do you work with?

Speaker speaker_1: I work with Creative Circle.

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

Speaker speaker_1: Uh, the last name would be Zinkhn, Z-I-N-K-H-L-N, and the last four social, 6029.

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: Uh, date of birth, 2/7/97. Address, 204 8th Street West, Cincinnati, Ohio, 45202.

Speaker speaker_0: I have that phone number to reach you. Down as 937-543-8773?

Speaker speaker_1: That's correct.

Speaker speaker_0: We have your email down as logan.lastname@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so this year your benefit cards were mailed out on the 7th of February, so they might still be in transit since it does take three to four weeks for them to arrive. Um, you still have this week and the next one to go.

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: And then, the only one that's really gonna get to you physically is your dental and your vision. For medical, your carrier, which is American Public Life for the vision

and dental, for some reason on the medical plans they don't do a physical card mailed to you. They send a digital copy-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to your email. So, if you wanted to have a physical card, let me know so that I can put in a mail request for you for that physical medical card.

Speaker speaker_1: Uh, yes, a physical medical card would be very helpful. Thank you.

Speaker speaker_0: Of course. Let's see. Okay, so I'm just missing to download one more of your benefit cards. I'm gonna place you in a quick hold while that one downloads, and I put in that mail request for you, and I'll be right back. Okay?

Speaker speaker_1: Awesome. Great. Thanks.

Speaker speaker_0: All right. Thank you so much. One second. Thank you so much for holding, sir. Um, so I have emailed you three PDF files which are gonna be the medical, dental, and vision card to your email. They'll have the policy number for you in there, which is usually what your providers request when making an appointment.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Um, and then I did find that, unfortunately, the name of your state was misspelled. I mean, the city was misspelled. So, it might take a little longer for those benefit cards to arrive 'cause I am going to go ahead and put in a request in regards to that. It looks like it was missing an additional N in the Cincinnati.

Speaker speaker_1: Yep. I was just about to say, for some reason I always add two Ts instead of two Ns. Uh, so, that, that makes a lot of sense, unfortunately.

Speaker speaker_0: It's okay.

Speaker speaker_1: My bad.

Speaker speaker_0: And then the apartment number was letter A as in apple, right?

Speaker speaker_1: Yes. That is correct.

Speaker speaker_0: 204 8th Street West, Apartment A, zip code 45202, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I'll make sure to go ahead and also request an additional dental one 'cause more than likely it's gonna go to the wrong place or get returned back to us.

Speaker speaker_1: Yeah. No problem.

Speaker speaker_0: All right. And then if you'd like, I can hold and check to make sure that you did receive the email I sent. It's from our office, which is info@benefitsinacard and it should be titled ID Card.

Speaker speaker_1: Uh, I have it open right now, so I, I did receive it. Thank you for that.

Speaker speaker_0: Of course. Was there anything else ... professional benefit cards that we can assist you with today?

Speaker speaker_1: Uh, I think that's everything for now. Thank you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Yep. Thanks. Bye.

Speaker speaker_0: Bye-bye.