

Transcript: Franchesca

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Full Transcript

How can I assist you today? Hello? Yes, sir. How can I help you? Yes. Uh, my name is Lawrence Nesmith. I enrolled in one of the benefits, I take your benefits. And, um, I haven't received the, uh, card or anything. I wanted to know, can I get a number or something like that so I can make my appointments with my doctor? Okay then, let's see. 'Cause what, what staffing company do you work with? I work for MAU Staffing. What are the last four of the social? Yes, ma'am. 2412. For security purposes, can you please verify your mailing address and date of birth? Yes, ma'am. It's 2900 Athena Lane, Apartment 32CS in Cats. Lithonia, Georgia 338. Uh, my birthday is 02/25/1965. We have the best phone number to reach you down as 518-419-1754. 518-4... Yes, ma'am. And we have your email down as the last name, first name, 917@gmail.com. No, it's supposed to be my first name, then last name, 917@gmail.com. All small cases. All right. Okay. The reason why you have not received any letters or benefit cards, sir, is 'cause your benefits just became active this week. Tomorrow will be when the carriers are gonna send out the benefit cards. Ah. What I'm gonna do is place you in a quick hold to see if we have the digital version of those benefit cards, so that I can send them to your email while you wait for your hard copies. Oh, okay. Thank you. Yes. I appreciate that. Thank you so much. Of course. Bear with me one moment. I'll be right back. All righty. Thank you so much for holding, Mr. Nesmith. Yes. So I went ahead and sent you three PDF files you can use from our office email, which is going to show up as info@benefitsinacard.com. Okay. I did make sure to label each benefit card for you. All right? And I do want to remind you that your medical plan has a network requirement. MultiPlan Network is the company that has that network list. I included their phone number as well as their website on that email that I sent you as well. Oh, so I gotta go back to one of their doctors or something like that you're saying? Yes, sir. Oh, okay. All right. Okay. Well, I thank you so much. Of course. And then after today, the longest it should take for you to get the physical cards... 'Cause you're gonna go... Well, one of them already was sent out today. The o- the rest of them will be sent out tomorrow. Will be three or four- Oh, how many cards are there? One, two, three... There should be three cards in total. One is for medical, one is for vision, and one is for dental? One is for medical primary and vision, the other one is for hospital and then mini-medical, and the third one is your dental. Okay. Good, good. Thank you so much. Of course. I hope you have a wonderful rest of your day, and thank you for your time today. And you do likewise. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: How can I assist you today?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Yes. Uh, my name is Lawrence Nesmith. I enrolled in one of the benefits, I take your benefits. And, um, I haven't received the, uh, card or anything. I wanted to know, can I get a number or something like that so I can make my appointments with my doctor?

Speaker speaker_0: Okay then, let's see. 'Cause what, what staffing company do you work with?

Speaker speaker_1: I work for MAU Staffing.

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

Speaker speaker_1: Yes, ma'am. 2412.

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

Speaker speaker_1: Yes, ma'am. It's 2900 Athena Lane, Apartment 32CS in Cats. Lithonia, Georgia 338. Uh, my birthday is 02/25/1965.

Speaker speaker_0: We have the best phone number to reach you down as 518-419-1754.

Speaker speaker_1: 518-4... Yes, ma'am.

Speaker speaker_0: And we have your email down as the last name, first name, 917@gmail.com.

Speaker speaker_1: No, it's supposed to be my first name, then last name, 917@gmail.com. All small cases.

Speaker speaker_0: All right. Okay. The reason why you have not received any letters or benefit cards, sir, is 'cause your benefits just became active this week. Tomorrow will be when the carriers are gonna send out the benefit cards.

Speaker speaker_1: Ah.

Speaker speaker_0: What I'm gonna do is place you in a quick hold to see if we have the digital version of those benefit cards, so that I can send them to your email while you wait for your hard copies.

Speaker speaker_1: Oh, okay. Thank you. Yes. I appreciate that. Thank you so much.

Speaker speaker_0: Of course. Bear with me one moment. I'll be right back.

Speaker speaker_1: All righty.

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

Speaker speaker_1: Yes.

Speaker speaker_0: So I went ahead and sent you three PDF files you can use from our office email, which is going to show up as info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: I did make sure to label each benefit card for you. All right? And I do want to remind you that your medical plan has a network requirement. MultiPlan Network is the company that has that network list. I included their phone number as well as their website on that email that I sent you as well.

Speaker speaker_1: Oh, so I gotta go back to one of their doctors or something like that you're saying?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. All right. Okay. Well, I thank you so much.

Speaker speaker_0: Of course. And then after today, the longest it should take for you to get the physical cards... 'Cause you're gonna go... Well, one of them already was sent out today. The o- the rest of them will be sent out tomorrow. Will be three or four-

Speaker speaker_1: Oh, how many cards are there?

Speaker speaker_0: One, two, three... There should be three cards in total.

Speaker speaker_1: One is for medical, one is for vision, and one is for dental?

Speaker speaker_0: One is for medical primary and vision, the other one is for hospital and then mini-medical, and the third one is your dental.

Speaker speaker_1: Okay. Good, good. Thank you so much.

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

Speaker speaker_1: And you do likewise. Thank you.

Speaker speaker_0: My pleasure.