

## Transcript: Francesca

**Baez-6074972812820480-6148799710314496**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefit Center Card. My name is Francesca. How can I assist you today? Yes, this is Jenny with Coshocton County, Ohio Child Support Office. A employer who also has the Benefits Center Card insurance. I'm needing to get a copy of his insurance card for the custodial parent. All right. And Jenny, I'm sorry, can you repeat one more time the court you're with? I'm with Coshocton County Child Support. And what is the first and last name of the policy holder? Robert Starkey Junior. Could you spell Starkey for me? S-T-A-R-K-E-Y. Let's see. Do you happen to have a date of birth? Mm, yeah, and I have social if you need it. 8- Well, actually... 7- There we go. Last four 5028, right? 5028, yes. Okay. All right. So let me place you in a very quick hold while I go ahead and download the benefit cards, and I'll be right back to get an email to send them to. Okay? Okay, thank you. Thank you. Please hold. Mm-hmm. Thank you so much for holding, Jenny. Yes. Thank you. All right. So I have both of those medical cards ready. What would be a good email for us to send them to? Um, G-E-N-N-I-E.webb@jfs.ohio.gov. And that was W-E-E-B as in boy, right? No, it's W-E-B-B. And that is B as in boy, right? Yes. Oh, okay. So it's jenny.webb@jfs.ohio.gov. All right. Let's see. Okay, so I sent that out from info@benefitsinacard and it was titled card request. Okay. Let me, uh, where is it? Okay. Okay, yeah. I haven't received anything in. It was G-E-N-N-I-E.webb@jfs.ohio.gov? Yes, ma'am. G-E-N-N-I-E.w-e-b-b@jfs.ohio.gov. Yep. Might take a little bit of to get there. Um, it also does go to the junk or spam mail sometimes, depending on how we have it set up. Hmm, we don't have that set up. Hm. And I can't even pull up our spam. It don't even come into us. Hm. Yeah, we don't have that even set up. Uh... Do you have an email? I can send one to you and then, you could attach it. Of course. Okay, give me one second here. Okay. Let me put it this way. Let me search for... Okay, and your email is? It is benefits, with an S at the end. Oh, sorry, it's info, I apologize. Sorry. Um, info, I-N-O, @- Oh, wait. I-N-F-O. At- Uh-huh. ... benefits. Uh-huh. In- Uh-huh. ... acard.com. The letter N? Mm-hmm. The, uh, the word in. I-N. In. Okay. A card. C-A-R-D. A card, uh-huh. Dot com. And it will come to you? You'll be able to see it if I send it? Yes, ma'am. That's our office email. And I'm sorry, your first name? Francesca. F-R-A-N- F-R-A-N-C-H-E-S-C-A. Okay. Very pretty. And let me make sure. Sorry, I just wanna make sure everything- That's okay. Robert, RC. Okay. Yeah. Okay. I did just send that to you. Okay. It says undeliverable. Now let me try to- No, no, I see why. Bear with me. Okay. Um. Benefits, in, A, Card.com. Maybe we should get everything if I do it that way. I think I just got 'em. Bear with me. I may- It's okay. ... have to reset it. Yep, I have 'em. Oh, great. And so you do not have to respond. Mm-hmm. It worked. I, just as I sent my second one, I got 'em. Oh, great. But I have 'em all here and I'll get 'em printed off and sent to the correct party. All right, um, and then just let them know or try to put it somewhere in the body,

from those two benefit cards- Mm-hmm. ... one of them was labeled as preventative. That card does have a network requirement and that information that you see in the body of that email, where it says, "For medical providers," that would be the, um, network provider for that plan that has that network restriction on it. Okay. So, "For a medical provider please visit Mediplan.com or call the 1-800 number." Um- Yes, ma'am. ... I will, I will highlight that in the information that I've got, okay? And I thank you so very much. Thank you. It was wonderful- And I thank you. ... to see you today. Thank you for your time. You have a great day. Thank you. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefit Center Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, this is Jenny with Coshocton County, Ohio Child Support Office. A employer who also has the Benefits Center Card insurance. I'm needing to get a copy of his insurance card for the custodial parent.

Speaker speaker\_1: All right. And Jenny, I'm sorry, can you repeat one more time the court you're with?

Speaker speaker\_2: I'm with Coshocton County Child Support.

Speaker speaker\_1: And what is the first and last name of the policy holder?

Speaker speaker\_2: Robert Starkey Junior.

Speaker speaker\_1: Could you spell Starkey for me?

Speaker speaker\_2: S-T-A-R-K-E-Y.

Speaker speaker\_1: Let's see. Do you happen to have a date of birth?

Speaker speaker\_2: Mm, yeah, and I have social if you need it. 8-

Speaker speaker\_1: Well, actually...

Speaker speaker\_2: ... 7-

Speaker speaker\_1: There we go. Last four 5028, right?

Speaker speaker\_2: 5028, yes.

Speaker speaker\_1: Okay. All right. So let me place you in a very quick hold while I go ahead and download the benefit cards, and I'll be right back to get an email to send them to. Okay?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. Please hold.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Thank you so much for holding, Jenny.

Speaker speaker\_2: Yes. Thank you.

Speaker speaker\_1: All right. So I have both of those medical cards ready. What would be a good email for us to send them to?

Speaker speaker\_2: Um, G-E-N-N-I-E.webb@jfs.ohio.gov.

Speaker speaker\_1: And that was W-E-E-B as in boy, right?

Speaker speaker\_2: No, it's W-E-B-B.

Speaker speaker\_1: And that is B as in boy, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: So it's jenny.webb@jfs.ohio.gov.

Speaker speaker\_1: All right. Let's see. Okay, so I sent that out from info@benefitsinacard and it was titled card request.

Speaker speaker\_2: Okay. Let me, uh, where is it? Okay. Okay, yeah. I haven't received anything in. It was G-E-N-N-I-E.webb@jfs.ohio.gov?

Speaker speaker\_1: Yes, ma'am. G-E-N-N-I-E.w-e-b-b@jfs.ohio.gov.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Might take a little bit of to get there. Um, it also does go to the junk or spam mail sometimes, depending on how we have it set up.

Speaker speaker\_2: Hmm, we don't have that set up.

Speaker speaker\_1: Hm.

Speaker speaker\_2: And I can't even pull up our spam. It don't even come into us.

Speaker speaker\_1: Hm.

Speaker speaker\_2: Yeah, we don't have that even set up.

Speaker speaker\_1: Uh...

Speaker speaker\_2: Do you have an email? I can send one to you and then, you could attach it.

Speaker speaker\_1: Of course.

Speaker speaker\_2: Okay, give me one second here. Okay. Let me put it this way. Let me search for... Okay, and your email is?

Speaker speaker\_1: It is benefits, with an S at the end. Oh, sorry, it's info, I apologize.

Speaker speaker\_2: Sorry.

Speaker speaker\_1: Um, info, I-N-O, @-

Speaker speaker\_2: Oh, wait. I-N-F-O.

Speaker speaker\_1: At-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... benefits.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: In-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... acard.com.

Speaker speaker\_2: The letter N?

Speaker speaker\_1: Mm-hmm. The, uh, the word in. I-N.

Speaker speaker\_2: In. Okay.

Speaker speaker\_1: A card. C-A-R-D.

Speaker speaker\_2: A card, uh-huh.

Speaker speaker\_1: Dot com.

Speaker speaker\_2: And it will come to you? You'll be able to see it if I send it?

Speaker speaker\_1: Yes, ma'am. That's our office email.

Speaker speaker\_2: And I'm sorry, your first name?

Speaker speaker\_1: Francesca.

Speaker speaker\_2: F-R-A-N-

Speaker speaker\_1: F-R-A-N-C-H-E-S-C-A.

Speaker speaker\_2: Okay. Very pretty. And let me make sure. Sorry, I just wanna make sure everything-

Speaker speaker\_1: That's okay.

Speaker speaker\_2: Robert, RC. Okay. Yeah. Okay. I did just send that to you.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It says undeliverable.

Speaker speaker\_1: Now let me try to-

Speaker speaker\_2: No, no, I see why. Bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um. Benefits, in, A, Card.com. Maybe we should get everything if I do it that way. I think I just got 'em. Bear with me. I may-

Speaker speaker\_1: It's okay.

Speaker speaker\_2: ... have to reset it. Yep, I have 'em.

Speaker speaker\_1: Oh, great.

Speaker speaker\_2: And so you do not have to respond.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: It worked. I, just as I sent my second one, I got 'em.

Speaker speaker\_1: Oh, great.

Speaker speaker\_2: But I have 'em all here and I'll get 'em printed off and sent to the correct party.

Speaker speaker\_1: All right, um, and then just let them know or try to put it somewhere in the body, from those two benefit cards-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... one of them was labeled as preventative. That card does have a network requirement and that information that you see in the body of that email, where it says, "For medical providers," that would be the, um, network provider for that plan that has that network restriction on it.

Speaker speaker\_2: Okay. So, "For a medical provider please visit Mediplan.com or call the 1-800 number." Um-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: ... I will, I will highlight that in the information that I've got, okay? And I thank you so very much.

Speaker speaker\_1: Thank you. It was wonderful-

Speaker speaker\_2: And I thank you.

Speaker speaker\_1: ... to see you today. Thank you for your time.

Speaker speaker\_2: You have a great day. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.