

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. I was looking to activate my, um, card. What card, ma'am? Um, my dental insurance card. So health insurance doesn't have to be activated, a credit or debit card's do. Once you receive a benefit card, it means that your policy has been activated. If you would like, I can take a look and see if you- How can y- ... did receive payment for this week. But you don't activate a policy for a benefit card. What the hell did you tell me? Um, okay. 'Cause my mom, I'm under my mom's dental, um, benefit card. So, um, she sent me this email to log in and it says to activate your account today. So I'm gonna press the- So that would be more for virtual services. Okay. I called the number that they gave me. Okay. Were you trying to have a virtual... I'm sorry. Go ahead. Um, it says, "Sorry, there was an error," and then it says, "Call member service." Okay. Were you trying to have a virtual visit? I'm sorry, say that again. Yes, ma'am. Were you trying to have a virtual visit? Um, no. I was trying to use my card to go to the, like, dentist. But, um, I tried to activate my card. You guys wouldn't. I don't know. Okay. Once again, love, you do not activate an insurance card. Oh. So that website that your mom sent you, that link, has nothing to do with the dental service. It is for her virtual services. If you want to use the dental services that you have under your mom and you already have a benefit card, then the information on that benefit card is what you will provide the dentist office. Well, dental services do not get activated. Okay. Do you... Is there any way you could help me get the information that's on the dental card? I can give you the information over the phone. However, I cannot send you a copy of that physical benefit card. Okay, that's fine. Okay. Which staffing company did your mom work with? Um, not sure. Okay. So you'll have to speak with your mom for her to provide you the staffing company that she works with along with the last four of her Social, so that when you called in, we're able to locate her account. Okay. Staffing service and last Social? Yes, ma'am. Okay. So I'll give you guys a call back. All right. We'll be here for you. Thank you. Have a good day.

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. I was looking to activate my, um, card.

Speaker speaker_0: What card, ma'am?

Speaker speaker_1: Um, my dental insurance card.

Speaker speaker_0: So health insurance doesn't have to be activated, a credit or debit card's do. Once you receive a benefit card, it means that your policy has been activated. If you would like, I can take a look and see if you-

Speaker speaker_1: How can y-

Speaker speaker_0: ... did receive payment for this week. But you don't activate a policy for a benefit card.

Speaker speaker_1: What the hell did you tell me? Um, okay. 'Cause my mom, I'm under my mom's dental, um, benefit card. So, um, she sent me this email to log in and it says to activate your account today. So I'm gonna press the-

Speaker speaker_0: So that would be more for virtual services.

Speaker speaker_1: Okay. I called the number that they gave me.

Speaker speaker_0: Okay. Were you trying to have a virtual...

Speaker speaker_1: I'm sorry.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Um, it says, "Sorry, there was an error," and then it says, "Call member service."

Speaker speaker_0: Okay. Were you trying to have a virtual visit?

Speaker speaker_1: I'm sorry, say that again.

Speaker speaker_0: Yes, ma'am. Were you trying to have a virtual visit?

Speaker speaker_1: Um, no. I was trying to use my card to go to the, like, dentist. But, um, I tried to activate my card. You guys wouldn't. I don't know.

Speaker speaker_0: Okay. Once again, love, you do not activate an insurance card.

Speaker speaker_1: Oh.

Speaker speaker_0: So that website that your mom sent you, that link, has nothing to do with the dental service. It is for her virtual services. If you want to use the dental services that you have under your mom and you already have a benefit card, then the information on that benefit card is what you will provide the dentist office. Well, dental services do not get activated.

Speaker speaker_1: Okay. Do you... Is there any way you could help me get the information that's on the dental card?

Speaker speaker_0: I can give you the information over the phone. However, I cannot send you a copy of that physical benefit card.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay. Which staffing company did your mom work with?

Speaker speaker_1: Um, not sure.

Speaker speaker_0: Okay. So you'll have to speak with your mom for her to provide you the staffing company that she works with along with the last four of her Social, so that when you called in, we're able to locate her account.

Speaker speaker_1: Okay. Staffing service and last Social?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. So I'll give you guys a call back.

Speaker speaker_0: All right. We'll be here for you.

Speaker speaker_1: Thank you. Have a good day.