

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? Hello. Hi, good morning, Francesca. My name is Robin McGinnis and I've called Benefits in a Card a few times. Um, as of today, I still have not received my medical card via email or by mail or any correspondence on insurance and I have a doctor's appointment tomorrow. I spoke with someone yesterday and they thought they were going to send me a link for me to be able to download the card, but I did not receive any email or correspondence, so I'm hoping you can help me. Sure thing. What staffing company do you work with? Versella. And what is the last four of your Social? 1358. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Sure, absolutely. My date of birth is 3/13/1961. Mailing address is 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. And I did receive my dental card, but no vision or medical. Um, when you say you received it, you mean in the mail or the one that was supposed to get- Yes. ... sent to your email? Sorry. No, I received my dental in it- through the mail. Understood. Um, and then I just wanted to verify the contact information on the account, which is phone number 480-577-9285? Yes, that is accurate. And then I have your email as azgirl2@cox.net. That is correct, yes. All right. Let's take a look and see. So the ones that you need me to send you over today digitally is the vision and medical, correct? That is correct. Yes, please. All right. Okay, so the medical one was not gonna be sent to you due to the fact that the carrier, which is also the same one for your dental, American Public Life- Okay. ... they only send a digital copy sent to the email. However, depending on your email settings, a lot of times that benefit card doesn't go to your inbox. It might get lost- Oh, wow. ... in spam or junk mail. So I'm going to redownload it and then put in a- Okay. ... official mail order so they can give you a physical card. Oh, that would be fantastic. Thank you. Um, yeah, and I checked my junk mail yesterday, um, for the individual I was talking to and yeah, it wasn't in my junk mail or it's, uh, it's- I have got nothing. Gotcha. And then vision, I know why this one didn't get to you yet. They send it out Monday. Um, yesterday? Mm-hmm. It was when it went- Uh, no, Monday- Yesterday was Tuesday. It was sent out on the 24th, Monday. So it should be in transit. It was downloaded on the 24th? Oh, when you say it's still in transit, do you mean like being sent to me through the mail? Yes, Miss Robin. Oh, okay. Okay, so they're sending me a physical copy. Yes, ma'am, and then the only one I have to put the order in for them to send a physical one will be for your medical. Okay, perfect. Do you know how long, with the doctor's appointment tomorrow, do you know how I- obviously it's not gonna get here by tomorrow. So what is, I mean, what is my best option? Can you download it and send me like a PDF of it? Yes, ma'am. I'm downloading it right now. Okay, thank you. You're amazing. Thank you. My pleasure. So I'm sending you only... Oh, there we go. I'm sending you currently only two of them since you already have the dental or did you also want me to give you a digital copy just in case? No, that's fine. All right.

Okay, and then while I do your mail order for the physical medical card, for your vision benefits, your carrier is MetLife. Okay. Now the only thing with your carrier is they have both PPO limited plans offerings and major medical insurance. The benefits that your staffing company offers you are the PPO limited. Okay. So when they called in through their official verification phone number, your vision doctor won't be able to verify your coverage through there. So you're gonna use the same phone number- Oh. ... that the email I send you is gonna have for you to locate providers. That will be what your doctor will use to verify your coverage. Okay, perfect. Thank you. Of course. And then if you would like to take a look into your email, I believe it left our inbox already. Let's see here. I don't have it as of yet. All right, let's wait it out and see. Oh, I have it. There we go. You did it. Amazing. Thank you so much. Of course. All right, and then I also did just finish sending out your mail order so you are all set. Aside from those benefit cards and ordering the medical/physical card, was there anything else I can assist you with? No, you've been amazing. Thank you so much for all your help. You have a fabulous day. Thank you. Same to you, and it was a pleasure speaking with you and helping you. Have a great day. Thank you. You too. 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: Hello. Hi, good morning, Francesca. My name is Robin McGinnis and I've called Benefits in a Card a few times. Um, as of today, I still have not received my medical card via email or by mail or any correspondence on insurance and I have a doctor's appointment tomorrow. I spoke with someone yesterday and they thought they were going to send me a link for me to be able to download the card, but I did not receive any email or correspondence, so I'm hoping you can help me.

Speaker speaker_0: Sure thing. What staffing company do you work with?

Speaker speaker_1: Versella.

Speaker speaker_0: And what is the last four of your Social?

Speaker speaker_1: 1358.

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: Sure, absolutely. My date of birth is 3/13/1961. Mailing address is 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. And I did receive my dental card, but no vision or medical.

Speaker speaker_0: Um, when you say you received it, you mean in the mail or the one that was supposed to get-

Speaker speaker_1: Yes.

Speaker speaker_0: ... sent to your email? Sorry.

Speaker speaker_1: No, I received my dental in it- through the mail.

Speaker speaker_0: Understood. Um, and then I just wanted to verify the contact information on the account, which is phone number 480-577-9285?

Speaker speaker_1: Yes, that is accurate.

Speaker speaker_0: And then I have your email as azgirl2@cox.net.

Speaker speaker_1: That is correct, yes.

Speaker speaker_0: All right. Let's take a look and see. So the ones that you need me to send you over today digitally is the vision and medical, correct?

Speaker speaker_1: That is correct. Yes, please.

Speaker speaker_0: All right. Okay, so the medical one was not gonna be sent to you due to the fact that the carrier, which is also the same one for your dental, American Public Life-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they only send a digital copy sent to the email. However, depending on your email settings, a lot of times that benefit card doesn't go to your inbox. It might get lost-

Speaker speaker_1: Oh, wow.

Speaker speaker_0: ... in spam or junk mail. So I'm going to redownload it and then put in a-

Speaker speaker_1: Okay.

Speaker speaker_0: ... official mail order so they can give you a physical card.

Speaker speaker_1: Oh, that would be fantastic. Thank you. Um, yeah, and I checked my junk mail yesterday, um, for the individual I was talking to and yeah, it wasn't in my junk mail or it's, uh, it's- I have got nothing.

Speaker speaker_0: Gotcha. And then vision, I know why this one didn't get to you yet. They send it out Monday.

Speaker speaker_1: Um, yesterday?

Speaker speaker_0: Mm-hmm. It was when it went- Uh, no, Monday- Yesterday was Tuesday. It was sent out on the 24th, Monday. So it should be in transit.

Speaker speaker_1: It was downloaded on the 24th? Oh, when you say it's still in transit, do you mean like being sent to me through the mail?

Speaker speaker_0: Yes, Miss Robin.

Speaker speaker_1: Oh, okay. Okay, so they're sending me a physical copy.

Speaker speaker_0: Yes, ma'am, and then the only one I have to put the order in for them to send a physical one will be for your medical.

Speaker speaker_1: Okay, perfect. Do you know how long, with the doctor's appointment tomorrow, do you know how long it's not gonna get here by tomorrow. So what is, I mean, what is my best option? Can you download it and send me like a PDF of it?

Speaker speaker_0: Yes, ma'am. I'm downloading it right now.

Speaker speaker_1: Okay, thank you. You're amazing. Thank you.

Speaker speaker_0: My pleasure. So I'm sending you only... Oh, there we go. I'm sending you currently only two of them since you already have the dental or did you also want me to give you a digital copy just in case?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: All right. Okay, and then while I do your mail order for the physical medical card, for your vision benefits, your carrier is MetLife.

Speaker speaker_1: Okay.

Speaker speaker_0: Now the only thing with your carrier is they have both PPO limited plans offerings and major medical insurance. The benefits that your staffing company offers you are the PPO limited.

Speaker speaker_1: Okay.

Speaker speaker_0: So when they called in through their official verification phone number, your vision doctor won't be able to verify your coverage through there. So you're gonna use the same phone number-

Speaker speaker_1: Oh.

Speaker speaker_0: ... that the email I send you is gonna have for you to locate providers. That will be what your doctor will use to verify your coverage.

Speaker speaker_1: Okay, perfect. Thank you.

Speaker speaker_0: Of course. And then if you would like to take a look into your email, I believe it left our inbox already.

Speaker speaker_1: Let's see here. I don't have it as of yet.

Speaker speaker_0: All right, let's wait it out and see.

Speaker speaker_1: Oh, I have it.

Speaker speaker_0: There we go. You did it.

Speaker speaker_1: Amazing. Thank you so much.

Speaker speaker_0: Of course. All right, and then I also did just finish sending out your mail order so you are all set. Aside from those benefit cards and ordering the medical/physical

card, was there anything else I can assist you with?

Speaker speaker_1: No, you've been amazing. Thank you so much for all your help. You have a fabulous day.

Speaker speaker_0: Thank you. Same to you, and it was a pleasure speaking with you and helping you. Have a great day.

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_0: Bye.