Transcript: Franchesca Baez-6683115311120384-5389855410143232

Full Transcript

Welcome to Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, is my name... Um, I'm an employee for Surge and my name is Jessica Jefferson and I was calling to see, does I... Uh, did I sign up for the insurance card or anything? Let's take a look in your account. We'll have the last four of your Social. My last four is 0802. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Okay. 447 County Road 248 Selma, Alabama 36703. And what else did you ask for? Your date of birth. Oh, the date of birth, 0512-1985. We have the best phone number to reach you at 334-407-5367, same as the one you called on today? Yes. Lastly, I have your email down as your last name, first name 35@hotmail.com? Yes. No, ma'am currently you're not enrolled for any coverage. So how do I get enrolled then? So the first step will be making sure that you're eligible. I'll have to request a front office to do an eligibility review, after which it will be deciding which plans you want to be enrolled into and you can enroll them with us over the phone. Okay. All right, so it should take 24 to 48 business hours for them to get back with me with that enrollment. I mean, with that review request. Um, if you would like, while we wait to see whether or not you're eligible, I can send you a copy of the benefit guide for the current benefits being offered to your email. Okay. All right. So I sent it from our office email which is info@benefitsinacard.com and it will be titled Benefit Guide. And as soon as they reply back to me and let me know what your status is, I will give you a call back. Okay. You said you sent my email? Yes, ma'am. All right. Thank you. Of course. It was my pleasure. Have a great day. All right.

Conversation Format

Speaker speaker_0: Welcome to Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, is my name... Um, I'm an employee for Surge and my name is Jessica Jefferson and I was calling to see, does I... Uh, did I sign up for the insurance card or anything?

Speaker speaker_0: Let's take a look in your account. We'll have the last four of your Social.

Speaker speaker_1: My last four is 0802.

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: Okay. 447 County Road 248 Selma, Alabama 36703. And what else did you ask for?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, the date of birth, 0512-1985.

Speaker speaker_0: We have the best phone number to reach you at 334-407-5367, same as the one you called on today?

Speaker speaker_1: Yes.

Speaker speaker_0: Lastly, I have your email down as your last name, first name 35@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: No, ma'am currently you're not enrolled for any coverage.

Speaker speaker_1: So how do I get enrolled then?

Speaker speaker_0: So the first step will be making sure that you're eligible. I'll have to request a front office to do an eligibility review, after which it will be deciding which plans you want to be enrolled into and you can enroll them with us over the phone.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so it should take 24 to 48 business hours for them to get back with me with that enrollment. I mean, with that review request. Um, if you would like, while we wait to see whether or not you're eligible, I can send you a copy of the benefit guide for the current benefits being offered to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I sent it from our office email which is info@benefitsinacard.com and it will be titled Benefit Guide. And as soon as they reply back to me and let me know what your status is, I will give you a call back.

Speaker speaker_1: Okay. You said you sent my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. It was my pleasure. Have a great day.

Speaker speaker_1: All right.