

Transcript: Justin

Mills-4532237266010112-5197659501969408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yes, I'm calling in reference to see... Um, I'm checking on my insurance. Just seeing- Okay. What's the staffing agency you work for? MAU. Okay. And the last four of your social? 6553. And what was your first and last name? Jamie Sisol. And for security purposes, could you verify the home address, including city, state and zip code, Jamie? 5080 Oak- Oakley Commons Boulevard, Union City, Georgia 30291. And confirm your date of birth? 0204/1978. And a good telephone number has 678-326-8622? Correct. And the email has jamieglen360@Yahoo? Yes. Okay. And how can I help you today? What... Are they... Is my insurance active? Um, so looking at the calendar, it looks like you became active as of last Monday, the 28th. So you should be receiving physical ID cards sometime this week. However, I can email them to you if... real quick if need be. Yes, please. Okay. Do you mind if I place you on a brief hold while I do that? Not at all. Okay. Hello, Jamie. You there? You know what? They just came in the mail. Awesome. Um, so I went ahead and emailed you your ID cards. Uh, email that you should be looking out for is coming from info@benefitsinacard.com, okay? Well, what is it again? Info@benefitsinacard.com. Okay. Okay. Um, but other than that- Okay. ... is there anything else I can help you out with today? Yes. Let me ask you, like, my, um, prescriptions. How much does it pay? Um, so the Insure Plus Enhanced covers hospitals, doctors and medications. However, the insurance carrier pays up to \$30 regarding prescriptions. Okay. Okay. And what about dental? Um, dental? Now, when it comes to dental, all of the preventative visits would be covered at 100%, which may include the basic cleanings, checkups or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 deductible. Okay. Did I sign up for vision as well? Or I may not have. I see vision. Yes, ma'am. Okay. The... It, um... Okay. So will I receive a card for that vision as well? Because I have the dental and medical card. They did just come in the mail today. Yes, ma'am. So if you received the dental and medical card today, you should be receiving the vision card within the next day or so. Okay. All right. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes, I'm calling in reference to see... Um, I'm checking on my insurance. Just seeing-

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 6553.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Jamie Sisol.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Jamie?

Speaker speaker_2: 5080 Oak- Oakley Commons Boulevard, Union City, Georgia 30291.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 0204/1978.

Speaker speaker_1: And a good telephone number has 678-326-8622?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email has jamieglen360@Yahoo?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And how can I help you today?

Speaker speaker_2: What... Are they... Is my insurance active?

Speaker speaker_1: Um, so looking at the calendar, it looks like you became active as of last Monday, the 28th. So you should be receiving physical ID cards sometime this week. However, I can email them to you if... real quick if need be.

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: Not at all.

Speaker speaker_1: Okay. Hello, Jamie. You there?

Speaker speaker_3: You know what? They just came in the mail.

Speaker speaker_1: Awesome. Um, so I went ahead and emailed you your ID cards. Uh, email that you should be looking out for is coming from info@benefitsinacard.com, okay?

Speaker speaker_3: Well, what is it again?

Speaker speaker_1: Info@benefitsinacard.com.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. Um, but other than that-

Speaker speaker_3: Okay.

Speaker speaker_1: ... is there anything else I can help you out with today?

Speaker speaker_3: Yes. Let me ask you, like, my, um, prescriptions. How much does it pay?

Speaker speaker_1: Um, so the Insure Plus Enhanced covers hospitals, doctors and medications. However, the insurance carrier pays up to \$30 regarding prescriptions.

Speaker speaker_3: Okay. Okay. And what about dental?

Speaker speaker_1: Um, dental? Now, when it comes to dental, all of the preventative visits would be covered at 100%, which may include the basic cleanings, checkups or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 deductible.

Speaker speaker_3: Okay. Did I sign up for vision as well? Or I may not have.

Speaker speaker_1: I see vision. Yes, ma'am.

Speaker speaker_3: Okay. The... It, um... Okay. So will I receive a card for that vision as well? Because I have the dental and medical card. They did just come in the mail today.

Speaker speaker_1: Yes, ma'am. So if you received the dental and medical card today, you should be receiving the vision card within the next day or so.

Speaker speaker_3: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.