

Transcript: Justin

Mills-4635476045545472-5668175589883904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yeah. This is Crystal Wheaton, and I work for MAU. And this is the only number I have, but, um, I am trying to get my benefit information, and I have no, um, you know, no clue. Um, how do I find that info? I don't have a website. I don't have a card, and I need to go to a doctor. Um- Mm-hmm. ... I could possibly email it to you real quick. Um, let me try pulling your file for you. MAU, what's the last four of your Social? Um, 3750. And what was your last name, Crystal? I'm sorry. Um, Wheaton. W-H-E-A-T-O-N. Okay. And for security purposes, can you verify the home address, including city, state, and ZIP code, Crystal? Um, 221 Twigs Corner, Peachtree City, Georgia 30269. And confirm your date of birth. 4/20/81. And a good telephone number have as 770-362-6588? Yes. And the email have as cwheaton4@rock-rocketmail.com? Yes. Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of last Monday, the 18th, so you should be receiving your physical ID card sometime in the next few days. However, do you mind if I place you on a brief hold while I email you that information, just so you have it? Sure. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, Crystal. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. And so, I can just print the cards and go to the doctor? Um- Correct, or just show them the PDF file, and they can put in the information from there. Um- Okay. ... as of right now, your physical ID card should be received within, uh, this week. I do know that. Okay. Now, is there, like, a webpage that I can go on and find out, you know, what's in my network and stuff like that too? Um... Uh, no, I did include telephone numbers in the email as well. Um, once you do call them, uh, all you have to do is just provide them with your ZIP code, and they can provide you a list of dental, medical, and vision providers. Okay. So, what, what is the company that... What is... Um, 'cause I didn't get the email yet. Um, you said it's coming from info? Yes, info@benefitsinacard.com. Um, however, if you don't see that in, in your inbox, be sure to check the spam or check the junk folder, 'cause sometimes it likes to go there for some reason. Um... Okay. So, um, I was gonna say something else, and now I forgot. Um, but, yeah. But you said I should be receiving the card within the next f- Oh, yeah, I wanted to ask you, what company is it through? What insurance company? Um, so your medical and dental is through American Public Life, and then vision is through MetLife. Okay. Let me write this down. American Public. That's, uh, medical and dental? Or- Correct. Yeah, m- m- Medical and dental? Yes. And- And then MetLife is vision. Okay. All right, thank you. You're welcome. You have a great day, okay? Okay, thank you. All right, bye-bye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yeah. This is Crystal Wheaton, and I work for MAU. And this is the only number I have, but, um, I am trying to get my benefit information, and I have no, um, you know, no clue. Um, how do I find that info? I don't have a website. I don't have a card, and I need to go to a doctor.

Speaker speaker_1: Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I could possibly email it to you real quick. Um, let me try pulling your file for you. MAU, what's the last four of your Social?

Speaker speaker_2: Um, 3750.

Speaker speaker_1: And what was your last name, Crystal? I'm sorry.

Speaker speaker_2: Um, Wheaton. W-H-E-A-T-O-N.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state, and ZIP code, Crystal?

Speaker speaker_2: Um, 221 Twigs Corner, Peachtree City, Georgia 30269.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 4/20/81.

Speaker speaker_1: And a good telephone number have as 770-362-6588?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have as cwheaton4@rock-rocketmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of last Monday, the 18th, so you should be receiving your physical ID card sometime in the next few days. However, do you mind if I place you on a brief hold while I email you that information, just so you have it?

Speaker speaker_2: Sure.

Speaker speaker_1: Awesome. I'll be right back for you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Crystal. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. And so, I can just print the cards and go to the doctor? Um-

Speaker speaker_1: Correct, or just show them the PDF file, and they can put in the information from there. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... as of right now, your physical ID card should be received within, uh, this week. I do know that.

Speaker speaker_2: Okay. Now, is there, like, a webpage that I can go on and find out, you know, what's in my network and stuff like that too? Um...

Speaker speaker_1: Uh, no, I did include telephone numbers in the email as well. Um, once you do call them, uh, all you have to do is just provide them with your ZIP code, and they can provide you a list of dental, medical, and vision providers.

Speaker speaker_2: Okay. So, what, what is the company that... What is... Um, 'cause I didn't get the email yet. Um, you said it's coming from info?

Speaker speaker_1: Yes, info@benefitsinacard.com. Um, however, if you don't see that in, in your inbox, be sure to check the spam or check the junk folder, 'cause sometimes it likes to go there for some reason.

Speaker speaker_2: Um... Okay. So, um, I was gonna say something else, and now I forgot. Um, but, yeah. But you said I should be receiving the card within the next f- Oh, yeah, I wanted to ask you, what company is it through? What insurance company?

Speaker speaker_1: Um, so your medical and dental is through American Public Life, and then vision is through MetLife.

Speaker speaker_2: Okay. Let me write this down. American Public. That's, uh, medical and dental? Or-

Speaker speaker_1: Correct.

Speaker speaker_2: Yeah, m- m- Medical and dental?

Speaker speaker_1: Yes.

Speaker speaker_2: And-

Speaker speaker_1: And then MetLife is vision.

Speaker speaker_2: Okay. All right, thank you.

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

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye-bye.