

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, um, I'm currently an, an employee at Bosch, and, um, I'm enrolled in your benefit program, but, um, I do have the card that you guys sent me, but I do not know what, like, plans I'm enrolled for, like I'm eligible for. Yeah, let me check on that for you. Um, so may I... What's the last four of your Social? Um, 7260. And your first and last name? Destiny Wilder. And for security purposes, just... And my last name is W-Y. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Destiny? 2205 Kimbell Road, 29, um, 29406, and it's North Charleston, South Carolina. And your date of birth? 08/02/2005. And a good telephone number has 902-0681. That's correct. And the email has destinywilder13@gmail? Yes. Okay, so looking at the file, looks like you're currently enrolled into the MEC standalone, which covers preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, stuff like that, group accident, dental and vision for employee only. Okay. Um, with the, um, dental one, like, what all would it cover? 'Cause I only, like, have the one, the one card that, like, has provider's vision and I think the other two on the back side. Mm-hmm. So... Um, okay. Continue. Okay. Continue. Oh, um, sorry. I was trying to grab the card to look at it. Um, so, yeah. I just, like, um, 'cause I know with, like, medical sometimes it's only, like, certain places you can go to. So, I guess that was, like, another question. Yes, that is correct. Um, so what I can do, um, if you don't have your dental or your vision ID card, I can email them to you just so you have them and then include- Yes, please. ... telephone numbers to where you can find medical, dental and vision providers. Okay. Yeah. Um, because I never got, like, the separate cards themselves. All right. So I don't know, like, what all the places... like, what are the places I can go to and stuff. Okay, um, well, here. Do you mind if I place you on a brief hold while I email you all of that information? That's fine. Okay. Hello, Destiny. You still there? Hello. Still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you, uh, your dental and your vision ID cards to the email we had on file. Mm-hmm. Email you should be looking out for will be coming from info, that's I-N-F-O- Mm-hmm. ...@benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Well, is there anything else I could help you out with today, Destiny? Um, no, I think that's all. Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day, okay? Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, um, I'm currently an, an employee at Bosch, and, um, I'm enrolled in your benefit program, but, um, I do have the card that you guys sent me, but I do not know what, like, plans I'm enrolled for, like I'm eligible for.

Speaker speaker_0: Yeah, let me check on that for you. Um, so may I... What's the last four of your Social?

Speaker speaker_1: Um, 7260.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Destiny Wilder.

Speaker speaker_0: And for security purposes, just...

Speaker speaker_1: And my last name is W-Y.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Destiny?

Speaker speaker_1: 2205 Kimbell Road, 29, um, 29406, and it's North Charleston, South Carolina.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 08/02/2005.

Speaker speaker_0: And a good telephone number has 902-0681.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email has destinywilder13@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, looks like you're currently enrolled into the MEC standalone, which covers preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, stuff like that, group accident, dental and vision for employee only.

Speaker speaker_1: Okay. Um, with the, um, dental one, like, what all would it cover? 'Cause I only, like, have the one, the one card that, like, has provider's vision and I think the other two on the back side.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So...

Speaker speaker_0: Um, okay. Continue.

Speaker speaker_1: Okay.

Speaker speaker_0: Continue.

Speaker speaker_1: Oh, um, sorry. I was trying to grab the card to look at it. Um, so, yeah. I just, like, um, 'cause I know with, like, medical sometimes it's only, like, certain places you can go to. So, I guess that was, like, another question.

Speaker speaker_0: Yes, that is correct. Um, so what I can do, um, if you don't have your dental or your vision ID card, I can email them to you just so you have them and then include-

Speaker speaker_1: Yes, please.

Speaker speaker_0: ... telephone numbers to where you can find medical, dental and vision providers.

Speaker speaker_1: Okay. Yeah. Um, because I never got, like, the separate cards themselves.

Speaker speaker_0: All right.

Speaker speaker_1: So I don't know, like, what all the places... like, what are the places I can go to and stuff.

Speaker speaker_0: Okay, um, well, here. Do you mind if I place you on a brief hold while I email you all of that information?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Hello, Destiny. You still there?

Speaker speaker_1: Hello.

Speaker speaker_0: Still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you, uh, your dental and your vision ID cards to the email we had on file.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Email you should be looking out for will be coming from info, that's I-N-F-O-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ...@benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Well, is there anything else I could help you out with today, Destiny?

Speaker speaker_1: Um, no, I think that's all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Bye-bye.