

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, sir. This is Colin Salas. How are you? I'm doing well, and yourself? I'm good. Uh, I have appointment today for my doctor, and they said that my, uh, when they checked the, uh, insurance that I have, which I'm still paying, uh, they said, uh, they changed to May the fifth. I'm like, "Okay. Uh, I didn't know that." So, um, but I don't know which, uh, now which card to use now. I don't have... I only have that, that limited one, the limited plan for VSTS, VTS. Yeah, let me check on that for you. What's the staffing agency you work for? Uh, it's, uh, staffing... Well, the one that says here is Central Staff Care. Is that what you're talking about? Um, Central Staff Care? Let me see if that's one of our LACES. Uh, bear with me one second. Let's see here. And at, uh, my works, it's, it's SST, Superior Skilled Trades. Okay, so Superior Skilled Trades, and the last four of your social? 7879. And for security purposes, could you verify your home address, including city, state and zip code, Marco? 5308 North Chaparral Street. I'm sorry. 5308 North Abram Road, Mission, Texas 78574. And confirm your date of birth for me. 10/25/81. And a good cell phone number I have is 563-8449. Eight, four? Yeah. And the email I have is marcoglz69 at Gmail? Correct. Okay, so let's see here. So looking at the calendar, it looks like you became active in the new coverage through Superior Skilled Trades as of this past Monday the 12th. So your new physical ID cards should arrive early next week. However, I can email you those ID cards so you can provide that to the provider, so it's an updated insurance for you. Okay, that'd be great. Do you mind, do you mind if I place you on a brief hold while I do all of that for you? Yes, sir. Okay. Hello, Marco, are you still there? Yeah. Awesome. Thank you so much for holding. So I was able to pull up both of your medical and your vision ID cards for you. However, when it came to your dental ID card, I wasn't able to pull that one just yet. So I need to email my back office for them to obtain that for you. Um, but I went ahead and emailed you those three medical cards just so you have 'em. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Okay, I see it now. Okay. Now regarding your dental ID card, like I said, I'll reach out to my back office, see if they can obtain that from the insurance carrier. And then once that information is received, I'll give you a call back letting you know I emailed that to you. Okay? All right. Awesome. But other than that, is there anything else I could assist you with today? That'd be all. Thank you so much. You're welcome. You have a great day, okay? Yes, sir. Thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, sir. This is Colin Salas. How are you?

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_1: I'm good. Uh, I have appointment today for my doctor, and they said that my, uh, when they checked the, uh, insurance that I have, which I'm still paying, uh, they said, uh, they changed to May the fifth. I'm like, "Okay. Uh, I didn't know that." So, um, but I don't know which, uh, now which card to use now. I don't have... I only have that, that limited one, the limited plan for VSTS, VTS.

Speaker speaker_0: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: Uh, it's, uh, staffing... Well, the one that says here is Central Staff Care. Is that what you're talking about?

Speaker speaker_0: Um, Central Staff Care? Let me see if that's one of our LACES. Uh, bear with me one second. Let's see here.

Speaker speaker_1: And at, uh, my works, it's, it's SST, Superior Skilled Trades.

Speaker speaker_0: Okay, so Superior Skilled Trades, and the last four of your social?

Speaker speaker_1: 7879.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Marco?

Speaker speaker_1: 5308 North Chaparral Street. I'm sorry. 5308 North Abram Road, Mission, Texas 78574.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 10/25/81.

Speaker speaker_0: And a good cell phone number I have is 563-8449.

Speaker speaker_1: Eight, four? Yeah.

Speaker speaker_0: And the email I have is marcoglz69 at Gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see here. So looking at the calendar, it looks like you became active in the new coverage through Superior Skilled Trades as of this past Monday the 12th. So your new physical ID cards should arrive early next week. However, I can email you those ID cards so you can provide that to the provider, so it's an updated insurance for you.

Speaker speaker_1: Okay, that'd be great.

Speaker speaker_0: Do you mind, do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Hello, Marco, are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I was able to pull up both of your medical and your vision ID cards for you. However, when it came to your dental ID card, I wasn't able to pull that one just yet. So I need to email my back office for them to obtain that for you. Um, but I went ahead and emailed you those three medical cards just so you have 'em. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.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, I see it now.

Speaker speaker_0: Okay. Now regarding your dental ID card, like I said, I'll reach out to my back office, see if they can obtain that from the insurance carrier. And then once that information is received, I'll give you a call back letting you know I emailed that to you. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: Awesome. But other than that, is there anything else I could assist you with today?

Speaker speaker_1: That'd be all. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Yes, sir. Thank you.

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