

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. This is Sammy. Uh, I'm calling... I was... My account was supposed to be active today. I just didn't know if I could get my... like, a copy of my insurance card in- like, electronically. Yeah. Let me check on that for you. What's that staffing agency you work for? ManCan in Mount Vernon. ManCan. Last four of your Social? 6360. And what was your last name, Sammy? Hunter. All right. It's Samantha. Okay. Yeah. And for security purposes, could you verify your home address, including city, state and zip code real quick? Yep. It's 510 Mitchell Avenue, Mount Vernon, Ohio 43050. And confirm your date of birth for me. August 18th, 2000. And a good telephone number. I have a 740-501-7217. Yes. That's it. And the email I have is sammyandhunter18 at gmail? Yes. Okay. So, looking at the calendar, it looks like you became active with the coverage as of today, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Okay. So, like, if I scheduled an appointment today, I probably couldn't give them my insurance information? Um, you can still go to that appointment. It's just there's no policy information to ob- to obtain right now, um, because- Mm-hmm. ... like I said, it does take the carrier at least 72 hours to generate those numbers. However, you can still go to that appointment. Just have those providers call us at Benefits on a Card and we can let them know- Okay. ... "Hey, this- this member is currently active and provide eligibility," and just let them know, "We're waiting for the carrier to generate policy numbers for you." Okay. All right. Thank you. You're welcome. Is there anything else I can assist you with today? No. That's it. Awesome. Well, you have a wonderful day, okay? You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. This is Sammy. Uh, I'm calling... I was... My account was supposed to be active today. I just didn't know if I could get my... like, a copy of my insurance card in- like, electronically.

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

Speaker speaker_1: ManCan in Mount Vernon.

Speaker speaker_0: ManCan. Last four of your Social?

Speaker speaker_1: 6360. And what was your last name, Sammy? Hunter.

Speaker speaker_0: All right. It's Samantha. Okay.

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Yep. It's 510 Mitchell Avenue, Mount Vernon, Ohio 43050.

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

Speaker speaker_1: August 18th, 2000.

Speaker speaker_0: And a good telephone number. I have a 740-501-7217.

Speaker speaker_1: Yes. That's it.

Speaker speaker_0: And the email I have is sammyandhunter18 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, looking at the calendar, it looks like you became active with the coverage as of today, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: Okay. So, like, if I scheduled an appointment today, I probably couldn't give them my insurance information?

Speaker speaker_0: Um, you can still go to that appointment. It's just there's no policy information to ob- to obtain right now, um, because-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like I said, it does take the carrier at least 72 hours to generate those numbers. However, you can still go to that appointment. Just have those providers call us at Benefits on a Card and we can let them know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... "Hey, this- this member is currently active and provide eligibility," and just let them know, "We're waiting for the carrier to generate policy numbers for you."

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: No. That's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.