

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? Hi, Jeff. My name is Robert Jordan. I work with Dougherty Staffing, and I'm calling the... Get my card number and my group number. Yeah, let me check on that for you. Uh, so Dougherty Staffing, what's the last four of your social? 4305. And what was your first and last name? Robert Jordan. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Jordan? 1401 57th Avenue, Brooklyn Center, 55430, Apartment two. And confirm your date of birth? 11/27/62. And a good telephone number has a 651-404-0853. Yes. And then the email I have is rj234641@gmail.com. Yes. Okay, so let's see here. So looking at the file, it looks like you became active in the coverage as of today, the 10th, so you should be receiving your 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 information. But as of right now, you are currently active in the coverage. Yes, sir. Okay. So like if I were to go to the doctor today, how would they proceed without me having a card or a number? Um, so what you can do, if you do go to the doctor, you can have them call us at Benefits and Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you. Okay. Excuse me, can you say that again for me right quick? Yes, sir. I could say that. Hi, this is Theresa at HealthPartners. How can I help you? Hey, this is Justin from Benefits and Card. Uh, we're the benefit administrators for his employer. Um, I was just informing Robert that he just became active in the coverage as of today. Um, and it does take the insurance carrier at least 72 hours to generate policy numbers. However, I'm allowed to give- Okay, go ahead. However, I'm allowed to give eligibility, uh, if need be. Okay, so what kind of insurance is it? What's the company? Um, so his medical is through 90 Degree Benefits. Okay, 90 Degree Benefits? Do you have a billing address or anything? Um, I have a claims address. Yes. Okay. And what is that address? Uh, the claim address is PO Box 21704 in Eagan, that's E-A-G-A-N. Yep. Minnesota 55121. Okay. Is there a phone number? Um, yes. Let's see here. 800-833-4296. Okay. And your name again? My name is Justin. Justin. Okay. Um, all right, so 90 Degree Benefits is the insurance carrier? Correct. Because I've never heard of... So, okay. Um, and then, and that's his medical benefits that went into effect today? Correct. Yes, ma'am. Okay. All right. Thank you very much. You're welcome. Thank you. Is there anything else I can help you out with today, Robert? No, thank you. I appreciate it, sir. You're welcome. You have a great day. Okay? You too. Bye-bye. All right. 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: Hi, Jeff. My name is Robert Jordan. I work with Dougherty Staffing, and I'm calling the... Get my card number and my group number.

Speaker speaker_0: Yeah, let me check on that for you. Uh, so Dougherty Staffing, what's the last four of your social?

Speaker speaker_1: 4305.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Robert Jordan.

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

Speaker speaker_1: 1401 57th Avenue, Brooklyn Center, 55430, Apartment two.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/27/62.

Speaker speaker_0: And a good telephone number has a 651-404-0853.

Speaker speaker_1: Yes.

Speaker speaker_0: And then the email I have is rj234641@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like you became active in the coverage as of today, the 10th, so you should be receiving your 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 information. But as of right now, you are currently active in the coverage. Yes, sir.

Speaker speaker_1: Okay. So like if I were to go to the doctor today, how would they proceed without me having a card or a number?

Speaker speaker_0: Um, so what you can do, if you do go to the doctor, you can have them call us at Benefits and Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you.

Speaker speaker_1: Okay. Excuse me, can you say that again for me right quick?

Speaker speaker_0: Yes, sir. I could say that.

Speaker speaker_2: Hi, this is Theresa at HealthPartners. How can I help you?

Speaker speaker_0: Hey, this is Justin from Benefits and Card. Uh, we're the benefit administrators for his employer. Um, I was just informing Robert that he just became active in the coverage as of today. Um, and it does take the insurance carrier at least 72 hours to generate policy numbers. However, I'm allowed to give-

Speaker speaker_2: Okay, go ahead.

Speaker speaker_0: However, I'm allowed to give eligibility, uh, if need be.

Speaker speaker_2: Okay, so what kind of insurance is it? What's the company?

Speaker speaker_0: Um, so his medical is through 90 Degree Benefits.

Speaker speaker_2: Okay, 90 Degree Benefits? Do you have a billing address or anything?

Speaker speaker_0: Um, I have a claims address. Yes.

Speaker speaker_2: Okay. And what is that address?

Speaker speaker_0: Uh, the claim address is PO Box 21704 in Eagan, that's E-A-G-A-N.

Speaker speaker_2: Yep.

Speaker speaker_0: Minnesota 55121.

Speaker speaker_2: Okay. Is there a phone number?

Speaker speaker_0: Um, yes. Let's see here. 800-833-4296.

Speaker speaker_2: Okay. And your name again?

Speaker speaker_0: My name is Justin.

Speaker speaker_2: Justin. Okay. Um, all right, so 90 Degree Benefits is the insurance carrier?

Speaker speaker_0: Correct.

Speaker speaker_2: Because I've never heard of... So, okay. Um, and then, and that's his medical benefits that went into effect today?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_2: Okay. All right. Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you.

Speaker speaker_0: Is there anything else I can help you out with today, Robert?

Speaker speaker_1: No, thank you. I appreciate it, sir.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.