

Transcript: Justin

Mills-4901940438712320-6372269510049792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, uh, this is Francesca Dominguez. I was just calling, um, because on Monday, I went to an eye exam. Uh, they... You guys told me that my insurance was active. Um, and so, I called them, but they said, uh... It still isn't showing my benefits, my amount. Okay. Um, what staffing agency you work for? Partners Personnel. And the last four of your Social? 1788. And for security purposes, can you verify the home address, including city, state and zip code? 1545 McCool Avenue in Streamwood, 60107. And your date of birth? March 11, 1997. And a good telephone number have a 630-998-4403? Yeah. And the email I have is fdominguez4114@yahoo? Yeah. Okay, so let's see here. So, I do know that you did become active in the coverage this past Monday, the 25th, so you should be receiving physical ID cards early next week. However, you stated you called your vision provider and they said they couldn't find you. Is that correct? I... Yeah, 'cause I told them that, uh, my insurance was active and they're like, "Oh, then we'll do you by exam. Maybe in like two days, it'll show us, uh, what your benefits amount so we can just, um, not charge you the full price." But I called right now again, but they said they still haven't... Uh, can't see nothing. Totally understand. Um, so I do know it actually takes the insurance carriers at least 72 hours to generate policy information. And so, there, there may be that. Um, so if you call th- that provider tomorrow and have them retry again, they sh- or not tomorrow since it's Thanksgiving, um, but Friday, um, you can have them reach out to... Or you can reach out to the provider, have them, uh, recheck the insurance and you should pull up in the... In, uh... Pull up your, your active benefits. Um, as of right now, you are active. Um, it does take the carriers 72 hours to generate policy information, so technically today is that 72-hour mark. And then I'm trying to think because I know tomorrow's the holiday. Um, were you given a vision ID card by any chance or no? No, I still haven't received that in the mail. No? Okay. Um, let's see. So, I can possibly search up information and email it to you if it has been generated. Um, do you mind if I place you on a brief hold while I search it for you? Yeah, go ahead. Okay, I'll be right back for you. Okay? Yeah. Hello, are you still there? Yeah. So just a moment. Um, I went and searched up your ID cards. Um, I was able to find them. Um, and I ... file as well. You know, what you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Oh, my insurance cards are on there? Yes. So your medical, vision and your dental. Oh, okay. Oh, great, thank you. In my email, right? You're welcome. Correct. Yes, ma'am. So the fdominguez4114@Yahoo. So it should be in that email. Okay, thanks. You're welcome. Is there anything else I could help you out with today? No, that was all. Thank you. You're welcome. You have a great day, okay? You too. Bye. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, uh, this is Francesca Dominguez. I was just calling, um, because on Monday, I went to an eye exam. Uh, they... You guys told me that my insurance was active. Um, and so, I called them, but they said, uh... It still isn't showing my benefits, my amount.

Speaker speaker_1: Okay. Um, what staffing agency you work for?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1788.

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

Speaker speaker_2: 1545 McCool Avenue in Streamwood, 60107.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 11, 1997.

Speaker speaker_1: And a good telephone number have a 630-998-4403?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is fdominguez4114@yahoo?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so let's see here. So, I do know that you did become active in the coverage this past Monday, the 25th, so you should be receiving physical ID cards early next week. However, you stated you called your vision provider and they said they couldn't find you. Is that correct?

Speaker speaker_2: I... Yeah, 'cause I told them that, uh, my insurance was active and they're like, "Oh, then we'll do you by exam. Maybe in like two days, it'll show us, uh, what your benefits amount so we can just, um, not charge you the full price." But I called right now again, but they said they still haven't... Uh, can't see nothing.

Speaker speaker_1: Totally understand. Um, so I do know it actually takes the insurance carriers at least 72 hours to generate policy information. And so, there, there may be that. Um, so if you call th- that provider tomorrow and have them retry again, they sh- or not tomorrow since it's Thanksgiving, um, but Friday, um, you can have them reach out to... Or you can reach out to the provider, have them, uh, recheck the insurance and you should pull up in

the... In, uh... Pull up your, your active benefits. Um, as of right now, you are active. Um, it does take the carriers 72 hours to generate policy information, so technically today is that 72-hour mark. And then I'm trying to think because I know tomorrow's the holiday. Um, were you given a vision ID card by any chance or no?

Speaker speaker_2: No, I still haven't received that in the mail.

Speaker speaker_1: No? Okay. Um, let's see. So, I can possibly search up information and email it to you if it has been generated. Um, do you mind if I place you on a brief hold while I search it for you?

Speaker speaker_2: Yeah, go ahead.

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

Speaker speaker_2: Yeah.

Speaker speaker_1: Hello, are you still there?

Speaker speaker_3: Yeah.

Speaker speaker_1: So just a moment. Um, I went and searched up your ID cards. Um, I was able to find them. Um, and I ... file as well. You know, what you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_3: Oh, my insurance cards are on there?

Speaker speaker_1: Yes. So your medical, vision and your dental.

Speaker speaker_3: Oh, okay. Oh, great, thank you. In my email, right?

Speaker speaker_1: You're welcome. Correct. Yes, ma'am. So the fdominguez4114@Yahoo. So it should be in that email.

Speaker speaker_3: Okay, thanks.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_3: No, that was all. Thank you.

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

Speaker speaker_3: You too. Bye.

Speaker speaker_1: All right, bye-bye.