Transcript: Justin Mills-4998171042037760-6737013382103040

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. This is Thomas. How are you doing? I'm doing well, and yourself? Good. So, I was trying to get a prescription filled, and then when I called the pharmacy, they said that, um, they couldn't fill it 'cause their... my insurance expired. And then I looked into my work account, and I am covered, but I guess it looks like I... they switched plans, and I can't find, like, any member numbers or anything. Um, yeah, let me check on that for you. What's that staffing agency you work for? Noor. N-O-O-R. And the last four of your Social? 7138. And for security purposes, could you verify your home address, including city, state, and ZIP code, Thomas? 302 Daisy Lane. Um, it might have changed 'cause I moved recently. City, state, and ZIP code? Carmel, New York 10512. And your date of birth? 07/27/'96. And a good telephone number I have is 914-844-8585. Yep. And the email I have is thomashanmullen@gmail. Or, it's Thomas- Thomas Ethan Mullen. Ethan Mullen, my apologies. Yeah. Okay, so let's see here. So, I do know Noor Staffing switched to us at Benefits and a Card- ... as their new benefit administrators back in late January. Um, you became- Yeah. ... active as of February 3rd, but you're stating that- Yeah. I see that. Oh, you see that? Okay. Um, so let me go ahead and search up those ID cards for you, and I can potentially email them to you. Um, do you mind if I place you on a brief hold for a second? Yeah. Okay. Hello, Thomas. You still there? Yep. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. And so, there is... When I went into, um, the dashboard, it says, on my benefitscard.com, like, that's where I saw my current coverage, and I accidentally, um, submitted a request for a different coverage. Yeah, I see that. Yeah. And it says here... Yeah, it says cancel pending, but it won't let me. Okay, so you want to cancel the pending enrollment? Yeah, 'cause I'm... I was already... Like, I am enrolled, right? Correct. Yeah, so then I don't need to submit another thing, then, right? Correct. Um, so yeah, so I can go ahead and cancel that pending enrollment for you, so let's see. Yeah, 'cause after I did that, my... it gave me a end date for my current coverage, and before that, there was no end date. Mm-hmm. Okay, so let me go ahead and cancel that pending enrollment. Yeah, 'cause I, I had it right... Yeah, I had it right with the first enrollment, and then I messed it up. Okay, so I went ahead and canceled that pending enrollment for you, so no changes should be happening, and the end coverage, um, date should be taken off. Okay, perfect, and yep, I see the email now. A medical card. Okay, yeah, so the medical card's the one that I would give to the pharmacy? Correct. Yes, sir. Okay, perfect. Is there anything else I can assist you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. 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, Justin. This is Thomas. How are you doing?

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

Speaker speaker_1: Good. So, I was trying to get a prescription filled, and then when I called the pharmacy, they said that, um, they couldn't fill it 'cause their... my insurance expired. And then I looked into my work account, and I am covered, but I guess it looks like I... they switched plans, and I can't find, like, any member numbers or anything.

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

Speaker speaker_1: Noor. N-O-O-R.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7138.

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

Speaker speaker_1: 302 Daisy Lane. Um, it might have changed 'cause I moved recently.

Speaker speaker_0: City, state, and ZIP code?

Speaker speaker_1: Carmel, New York 10512.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/27/'96.

Speaker speaker_0: And a good telephone number I have is 914-844-8585.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is thomashanmullen@gmail. Or, it's Thomas-

Speaker speaker_1: Thomas Ethan Mullen.

Speaker speaker_0: Ethan Mullen, my apologies.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. So, I do know Noor Staffing switched to us at Benefits and a Card- ... as their new benefit administrators back in late January. Um, you became-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... active as of February 3rd, but you're stating that-

Speaker speaker_1: Yeah.

Speaker speaker_2: I see that.

Speaker speaker_0: Oh, you see that? Okay. Um, so let me go ahead and search up those ID cards for you, and I can potentially email them to you. Um, do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Yep.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay. And so, there is... When I went into, um, the dashboard, it says, on my benefitscard.com, like, that's where I saw my current coverage, and I accidentally, um, submitted a request for a different coverage.

Speaker speaker_0: Yeah, I see that. Yeah.

Speaker speaker_1: And it says here... Yeah, it says cancel pending, but it won't let me.

Speaker speaker_0: Okay, so you want to cancel the pending enrollment?

Speaker speaker_1: Yeah, 'cause I'm... I was already... Like, I am enrolled, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Yeah, so then I don't need to submit another thing, then, right?

Speaker speaker_0: Correct. Um, so yeah, so I can go ahead and cancel that pending enrollment for you, so let's see.

Speaker speaker_1: Yeah, 'cause after I did that, my... it gave me a end date for my current coverage, and before that, there was no end date.

Speaker speaker_0: Mm-hmm. Okay, so let me go ahead and cancel that pending enrollment.

Speaker speaker_1: Yeah, 'cause I, I had it right... Yeah, I had it right with the first enrollment, and then I messed it up.

Speaker speaker_0: Okay, so I went ahead and canceled that pending enrollment for you, so no changes should be happening, and the end coverage, um, date should be taken off.

Speaker speaker_1: Okay, perfect, and yep, I see the email now. A medical card. Okay, yeah, so the medical card's the one that I would give to the pharmacy?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, that's all.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.