

Transcript: Justin

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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. My name is Kimberly Hanley and I have insurance through you guys through my job. And I just wanted to, um, one, get my, my card sent to me so I can start making appointments. And usually on the back of the cards, there's like numbers I can call or a website I can call that has like doctors in my area that takes, um, this insurance. And I just wanted to know if that's also on that card. Yeah. Let me check on those for you. What's the staffing agency you work for? Uh, Integrity Trade Staffing, if I'm not mistaken. If that's the name of it. Hold on. Let me double-check. So Integrity Trade Services? Yes. Trade Services, yes. And the last four of your Social? 3647. You said 3647? Yes, sir. Okay. And what was your first and last name again? I'm sorry. Kimberly Hanley. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly? Uh, yes. 1937 High Eagle Trail, Speedway, Indiana, 46224. Or 42... Yeah, 46224, if I'm not mistaken. And confirm your date of birth? 12/10/97. And a good telephone number I have is 317-946-0207? Yes. And the email I have is Kimberly.Hanley2016@gmail? Yes. Okay, so let's see here. Um, so what I can do, I can email you your ID cards just so you have them, and then put in a request for new physical ID cards to be mailed out to you, um, and also include providers' numbers as well. So when you do call them, uh, all you have to do is just provide them with your zip code, okay? Yes. Okay. Mm-hmm. Um, but do you mind if I place you on a brief hold while I take care of all that for you? Absolutely. Okay, I'll be right back for you, okay? Mm-hmm. Come on out there. Hello? Hey, awesome. You just missed your whole thing. First thing, I emailed the insurance- You emailed... Say that one more time? I stated I had emailed the insurance carrier. I put in the request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Secondly- Okay. ... I also emailed you your ID cards to your email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Um, but I do know, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay, thank you. And, and just one question. The card that you sent me through my email, I can still get that information with my, um, about the provider that I can use out here? Um, correct. They- Like the doctor's off- Yes. Okay. So the email I sent you has telephone numbers included in the email. Um, if you do call those for those providers, just provide them with your ZIP code, okay? Thank you very much. You're welcome. Is there anything else I can help you out with today? N- no, that's everything. Thank you so much. You're welcome. You have a great day, okay? You too. 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. My name is Kimberly Hanley and I have insurance through you guys through my job. And I just wanted to, um, one, get my, my card sent to me so I can start making appointments. And usually on the back of the cards, there's like numbers I can call or a website I can call that has like doctors in my area that takes, um, this insurance. And I just wanted to know if that's also on that card.

Speaker speaker_1: Yeah. Let me check on those for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, Integrity Trade Staffing, if I'm not mistaken. If that's the name of it. Hold on. Let me double-check.

Speaker speaker_1: So Integrity Trade Services?

Speaker speaker_2: Yes. Trade Services, yes.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3647.

Speaker speaker_1: You said 3647?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And what was your first and last name again? I'm sorry.

Speaker speaker_2: Kimberly Hanley.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly?

Speaker speaker_2: Uh, yes. 1937 High Eagle Trail, Speedway, Indiana, 46224. Or 42... Yeah, 46224, if I'm not mistaken.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/10/97.

Speaker speaker_1: And a good telephone number I have is 317-946-0207?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is Kimberly.Hanley2016@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so what I can do, I can email you your ID cards just so you have them, and then put in a request for new physical ID cards to be mailed out to you, um, and also include providers' numbers as well. So when you do call them, uh, all you have to do is just provide them with your zip code, okay?

Speaker speaker_2: Yes. Okay.

Speaker speaker_1: Mm-hmm. Um, but do you mind if I place you on a brief hold while I take care of all that for you?

Speaker speaker_2: Absolutely.

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

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Come on out there.

Speaker speaker_4: Hello?

Speaker speaker_1: Hey, awesome. You just missed your whole thing. First thing, I emailed the insurance-

Speaker speaker_5: You emailed... Say that one more time?

Speaker speaker_1: I stated I had emailed the insurance carrier. I put in the request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Secondly-

Speaker speaker_4: Okay.

Speaker speaker_1: ... I also emailed you your ID cards to your email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_4: Okay.

Speaker speaker_1: Okay. Um, but I do know, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_4: Okay, thank you. And, and just one question. The card that you sent me through my email, I can still get that information with my, um, about the provider that I can use out here?

Speaker speaker_1: Um, correct. They-

Speaker speaker_4: Like the doctor's off-

Speaker speaker_1: Yes.

Speaker speaker_4: Okay.

Speaker speaker_1: So the email I sent you has telephone numbers included in the email. Um, if you do call those for those providers, just provide them with your ZIP code, okay?

Speaker speaker_4: Thank you very much.

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

Speaker speaker_4: N- no, that's everything. Thank you so much.

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

Speaker speaker_4: You too.

Speaker speaker_1: All right, bye-bye.