

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, this is Ki Price. Um, I just have a few questions. So, I received my vision coverage, and I just wanna know if I have the dental is in the Medicare coverage, and can I get those cards, like, sent to my address? And also, can I create an account so I'll be able to see, like, my benefits online? Um, yeah. Let me try pulling your file out first. What's the staffing agency you work for? Uh, MAU Workforce Solution. And the last four of your Social? Um, 5800. 200. Okay. And what was your first and last name again? I'm sorry. My first name, you did. My first name is Ki, K-I, and my last name is Price, P-R-I-C-E. All right. Let's see. And for security purposes, could you verify your home address, including city, state and zip codes? Mm-hmm. 2340 Berlin Drive, Augusta, Georgia 30902. And your date of birth? 10/30/2001. And a good telephone number have a 706-627-0793. Um, can you update that for me? Yeah. Um- What's a good telephone number for you? 706-231-1663. And just to confirm, 706-231-1663? Yes, sir. And the email I have is kaiprice108@gmail? Yes. Okay, so let's see here. Let's see. So, I can possibly, or I can e-well, not possibly. I can email you your dental ID card just so you have it, and then email the insurance carrier to put in a request for a physical one to be mailed out. Okay. And then you were wanting to gain access to the website. Is that correct? Yes, sir, I do. I just wanna, um... I don't know if I need to create an account so I can see it online or - Okay. Let me see. So, I do know that MAU does have a website. Um, I can either, I can either email it to you and include it, email it to you, or I can just, or you can just write it down, whatever would be easier. You can, um, you can email it to me. Okay. Um, well, do you mind if I place you on a brief hold while I email the ID cards and the insurance carrier and email you that website? Yes, that's fine. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, Kai, you still there? Yes, I'm still here. Awesome. Thank you so much for holding. So, two things. Um, I emailed the insurance- Mm-hmm. ... carrier, request for dental ID card to be mailed out to you, so you should receive that one in seven to ten business days. Um, secondly, I emailed you your dental ID card as well. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitcentercard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay, I will. Okay. And I also emailed you that website as well, uh, for MAU so you can gain access to the online portal. Um, when you do go to the website, it should say, uh, would, um, let me see. You should click, um, bear with me. I'm more of a visual person. Mm-hmm. Let's see. Go to it. Okay. Um, so whenever you go to the portal, um, you just do, uh, enroll and decline coverage, and then you would just register, and then, or actually log in since you actually have current benefits, so member login. Um- Okay. ... so member login, then use your ID. Username should be, uh, um, social, and then a password. Or if you don't have a password, I would just register as a new user and go

from there. Okay. Okay. 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? Okay. You too. All right. Bye-bye. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, this is Ki Price. Um, I just have a few questions. So, I received my vision coverage, and I just wanna know if I have the dental is in the Medicare coverage, and can I get those cards, like, sent to my address? And also, can I create an account so I'll be able to see, like, my benefits online?

Speaker speaker_1: Um, yeah. Let me try pulling your file out first. What's the staffing agency you work for?

Speaker speaker_2: Uh, MAU Workforce Solution.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Um, 5800.

Speaker speaker_1: 200. Okay. And what was your first and last name again? I'm sorry.

Speaker speaker_2: My first name, you did. My first name is Ki, K-I, and my last name is Price, P-R-I-C-E.

Speaker speaker_1: All right. Let's see. And for security purposes, could you verify your home address, including city, state and zip codes?

Speaker speaker_2: Mm-hmm. 2340 Berlin Drive, Augusta, Georgia 30902.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10/30/2001.

Speaker speaker_1: And a good telephone number have a 706-627-0793.

Speaker speaker_2: Um, can you update that for me?

Speaker speaker_1: Yeah.

Speaker speaker_2: Um-

Speaker speaker_1: What's a good telephone number for you?

Speaker speaker_2: 706-231-1663.

Speaker speaker_1: And just to confirm, 706-231-1663?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is kaiprice108@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Let's see. So, I can possibly, or I can e- well, not possibly. I can email you your dental ID card just so you have it, and then email the insurance carrier to put in a request for a physical one to be mailed out.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you were wanting to gain access to the website. Is that correct?

Speaker speaker_2: Yes, sir, I do. I just wanna, um... I don't know if I need to create an account so I can see it online or -

Speaker speaker_1: Okay. Let me see. So, I do know that MAU does have a website. Um, I can either, I can either email it to you and include it, email it to you, or I can just, or you can just write it down, whatever would be easier.

Speaker speaker_2: You can, um, you can email it to me.

Speaker speaker_1: Okay. Um, well, do you mind if I place you on a brief hold while I email the ID cards and the insurance carrier and email you that website?

Speaker speaker_2: Yes, that's fine.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Kai, you still there?

Speaker speaker_3: Yes, I'm still here.

Speaker speaker_1: Awesome. Thank you so much for holding. So, two things. Um, I emailed the insurance-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... carrier, request for dental ID card to be mailed out to you, so you should receive that one in seven to ten business days. Um, secondly, I emailed you your dental ID card as well. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitcentercard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_3: Okay, I will.

Speaker speaker_1: Okay. And I also emailed you that website as well, uh, for MAU so you can gain access to the online portal. Um, when you do go to the website, it should say, uh, would, um, let me see. You should click, um, bear with me. I'm more of a visual person.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Let's see. Go to it. Okay. Um, so whenever you go to the portal, um, you just do, uh, enroll and decline coverage, and then you would just register, and then, or actually log in since you actually have current benefits, so member login. Um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... so member login, then use your ID. Username should be, uh, um, social, and then a password. Or if you don't have a password, I would just register as a new user and go from there.

Speaker speaker_3: Okay. Okay.

Speaker speaker_1: 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: Okay. You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_3: Bye-bye.