

Transcript: Justin

Mills-5532935982465024-6102671917105152

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, I was calling to see exactly what I need to do to use my benefits and access my benefits, and all that good stuff. Okay. What's the staffing agency you work for? Innovative Staffing. And the last four of your Social? 9964. And what was your first and last name? Tanika Hightower. And for security purposes, can you verify your home address, including city, state and zip code, Tanika? 2361 East Hendricks Street, Decatur, Illinois, 62526. I'm sorry, 21. Hmm. And your date of birth? 01/01/28/85. And a good telephone number have as -394-0374. That is it. And the email have as tanikahightower@Yahoo? Absolutely. Okay. So, looking at the file, it looks like you're in a pending request sent for enrollment. So, it looks like Innovative should be making deductions on you sometime here within the next day or two. Mm-hmm. For you to become- Mm-hmm. ... active on Monday. Um, once you do become active in the coverage, physical ID cards will be received within seven to 10 business days. Mm-hmm. However, I do know, if you did call us back the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have them. Can you just put a note that I would like for that to be done? 'Cause I work two jobs, one of them being overnight, I may not remember. Um, if you could do that, I would greatly appreciate it. Because I may not remember, but I definitely need some new glasses, and I signed up for vision, so I definitely wanted to utilize that if I could. I totally understand. Um, yeah, so I'll go ahead and notate your file for once you do become active, or once those ID cards are available, I'll go ahead and email them to you. And I greatly appreciate that. You're welcome. Is there anything else I can assist you with today? Um, is there any way I can get s- I know I signed up, but when you sign up, you don't really get to keep it. You have to give it to them. So, I was gonna see what I signed up for. Where would I go about seeing what I have, type of thing? I know I'm not all the way enrolled, I'm pending. But do you have a website where you can see like the plans? 'Cause I know which ones I picked, but I just don't have the paperwork because I had to turn it in. Yeah. So, let's see here. Um, so I can provide you with their website. Um, let's see- Mm-hmm. ... if Innovative has one. So, let's see. So, I can go ahead and email you that website to you. Um, once you do- Okay. ... go to the website, I'll include directions on how to gain access or log into the website as well. Mm-hmm. And then you would be able to view your plans from there. All right. I greatly appreciate it. You've been such a great help this morning. Um, if there's a survey, I'd be willing to do it. Give y'all fives , and you have a great remainder of the day. You do the same, okay, Tanika? Alrighty. Bye. All right. Bye-bye. Hold up. Hold up. Hello?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, I was calling to see exactly what I need to do to use my benefits and access my benefits, and all that good stuff.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Innovative Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9964.

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

Speaker speaker_1: Tanika Hightower.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Tanika?

Speaker speaker_1: 2361 East Hendricks Street, Decatur, Illinois, 62526. I'm sorry, 21. Hmm.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/01/28/85.

Speaker speaker_0: And a good telephone number have as -394-0374.

Speaker speaker_1: That is it.

Speaker speaker_0: And the email have as tanikahightower@Yahoo?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Okay. So, looking at the file, it looks like you're in a pending request sent for enrollment. So, it looks like Innovative should be making deductions on you sometime here within the next day or two.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: For you to become-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... active on Monday. Um, once you do become active in the coverage, physical ID cards will be received within seven to 10 business days.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, I do know, if you did call us back the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have them.

Speaker speaker_1: Can you just put a note that I would like for that to be done? 'Cause I work two jobs, one of them being overnight, I may not remember. Um, if you could do that, I

would greatly appreciate it. Because I may not remember, but I definitely need some new glasses, and I signed up for vision, so I definitely wanted to utilize that if I could.

Speaker speaker_0: I totally understand. Um, yeah, so I'll go ahead and notate your file for once you do become active, or once those ID cards are available, I'll go ahead and email them to you.

Speaker speaker_1: And I greatly appreciate that.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: Um, is there any way I can get s- I know I signed up, but when you sign up, you don't really get to keep it. You have to give it to them. So, I was gonna see what I signed up for. Where would I go about seeing what I have, type of thing? I know I'm not all the way enrolled, I'm pending. But do you have a website where you can see like the plans? 'Cause I know which ones I picked, but I just don't have the paperwork because I had to turn it in.

Speaker speaker_0: Yeah. So, let's see here. Um, so I can provide you with their website. Um, let's see-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if Innovative has one. So, let's see. So, I can go ahead and email you that website to you. Um, once you do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... go to the website, I'll include directions on how to gain access or log into the website as well.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then you would be able to view your plans from there.

Speaker speaker_1: All right. I greatly appreciate it. You've been such a great help this morning. Um, if there's a survey, I'd be willing to do it. Give y'all fives , and you have a great remainder of the day.

Speaker speaker_0: You do the same, okay, Tanika?

Speaker speaker_1: Alrighty. Bye.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Hold up. Hold up. Hello?