

Transcript: Justin

Mills-5560417361805312-6067009291239424

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. Yes. I'm Marty Brooks, and I called a couple weeks ago to sign up for benefits from where I work at, and I haven't received anything in the mail about it. Yeah. Let me check on that for you. Uh, what's the staffing agency you work for? Acuforce. And the last four of your social? 4108. And for security purposes, can you verify the home address, including city, state and zip code, Marty? 224 Murdock Road, Greenville, Tennessee 37745. And can I confirm your date of birth? 11/13/71. And a good telephone number I have is 552-5225. Yes. And the email I have is msbrooks1791@gmail? No. It's, uh- Sure. What's a good email for you? Uh, tnbolsfan1791@gmail. And just to confirm, tnbolsfan1791@gmail? Yes. Okay. So let's see here. Um, so looking at the calendar, it looks like you became active in the coverage as of today, the 11th, so you should be receiving your physical ID card sometime early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the- Okay. ... insurance carrier at least 72 hours to generate policy information. Okay. Reason I was looking, I got a, an appointment Wednesday, and I was gonna c- give 'em my new, uh, insurance information, but I think that can wait. Okay. Um, now if you do have an appointment, what you can do, you can have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you. Okay. That'd be good. Yeah. Uh-huh. Okay. Well, is there anything else I could help you out with today, Marty? That'd be it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? Thanks. You too. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Yes. I'm Marty Brooks, and I called a couple weeks ago to sign up for benefits from where I work at, and I haven't received anything in the mail about it.

Speaker speaker_1: Yeah. Let me check on that for you. Uh, what's the staffing agency you work for?

Speaker speaker_2: Acuforce.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4108.

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

Speaker speaker_2: 224 Murdock Road, Greenville, Tennessee 37745.

Speaker speaker_1: And can I confirm your date of birth?

Speaker speaker_2: 11/13/71.

Speaker speaker_1: And a good telephone number I have is 552-5225.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is msbrooks1791@gmail?

Speaker speaker_2: No. It's, uh-

Speaker speaker_1: Sure. What's a good email for you?

Speaker speaker_2: Uh, tnbolsfan1791@gmail.

Speaker speaker_1: And just to confirm, tnbolsfan1791@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. Um, so looking at the calendar, it looks like you became active in the coverage as of today, the 11th, so you should be receiving your physical ID card sometime early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... insurance carrier at least 72 hours to generate policy information.

Speaker speaker_2: Okay. Reason I was looking, I got a, an appointment Wednesday, and I was gonna c- give 'em my new, uh, insurance information, but I think that can wait.

Speaker speaker_1: Okay. Um, now if you do have an appointment, what you can do, you can have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you.

Speaker speaker_2: Okay. That'd be good. Yeah.

Speaker speaker_1: Uh-huh. Okay. Well, is there anything else I could help you out with today, Marty?

Speaker speaker_2: That'd be it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.