

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Card. This is Justin. How can I help you today? Uh, uh, yeah this is Jason Girtman. Uh, I'm with Crown Services and they told me to call this number for, uh, to apply for insurance benefits... benefits. Okay. So, Crown Services, what's the last four of your social so I can pull your file for you? Um, 0457. And for security purposes, can you verify your home address, including city, state and zip code, Jason? Yeah. 9125 Chatham Drive, St. Louis, Missouri, 6134. And your date of birth? Uh, October 7th, 2002. And a good telephone number you have is 314-324-7548? Yes, sir. And the email I have is jgirtman9 at gmail? Yeah. Okay. So, looking at the calendar, it looks like you became active in the medical and dental, uh, as of today. So, you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we could actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. All right. Um, is there any way that you could, uh, put for, like, medication if I get prescribed anything, or would I have to go in, like, on the website and do that? Uh, what do you mean by that? Like, uh, 'cause I've seen one that covered, uh, medication. So- Yeah, so the VIP Card covers hospitals, doctors and medication. Oh. All right. So, you do have medication coverage under that medical plan. All right. All right. Is that it? Yeah. Well, is there anything else I can do for you, Jason? Uh, no. No, sir. Okay. Well, thank you for calling Benefits Center Card and I hope you have a wonderful day. Okay? All right. You too. Thank you. You're welcome. 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 ... Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, uh, yeah this is Jason Girtman. Uh, I'm with Crown Services and they told me to call this number for, uh, to apply for insurance benefits... benefits.

Speaker speaker_1: Okay. So, Crown Services, what's the last four of your social so I can pull your file for you?

Speaker speaker_2: Um, 0457.

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

Speaker speaker_2: Yeah. 9125 Chatham Drive, St. Louis, Missouri, 6134.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, October 7th, 2002.

Speaker speaker_1: And a good telephone number you have is 314-324-7548?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is jgirtman9 at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So, looking at the calendar, it looks like you became active in the medical and dental, uh, as of today. So, you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we could actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_2: All right. Um, is there any way that you could, uh, put for, like, medication if I get prescribed anything, or would I have to go in, like, on the website and do that?

Speaker speaker_1: Uh, what do you mean by that?

Speaker speaker_2: Like, uh, 'cause I've seen one that covered, uh, medication. So-

Speaker speaker_1: Yeah, so the VIP Card covers hospitals, doctors and medication.

Speaker speaker_2: Oh. All right.

Speaker speaker_1: So, you do have medication coverage under that medical plan.

Speaker speaker_2: All right. All right. Is that it?

Speaker speaker_1: Yeah. Well, is there anything else I can do for you, Jason?

Speaker speaker_2: Uh, no. No, sir.

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

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.