

## **Transcript: Justin**

**Mills-5683784274329600-6021802898145280**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, um, I was calling, uh, about my insurance card. Okay. Um, what's that staffing agency you work for? Uh, TRC Solutions. And the last four of your social? 4235. And your first and last name? Danny Berry. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Danny? 647 Baxter Road, Bombaroosac, Alabama 29018. And confirm your date of birth for me. 8/4/90. And a good telephone number have is 803-860-1398. Yes. Yes, sir. And an email have is dberry6009 at gmail? Uh-huh. Okay, so looking at the calendar, it looks like you became active in the coverage as of today, the 12th, um, so you should be receiving physical ID cards 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 just so you have them. Um, question. Yes, sir. I'm supposed to, um, uh, I was supposed to see the doctor, and they was asking about the insurance. That's why I was calling. Um, yeah. So, uh- So if you do have... Yes, so if you do have an appointment today or within the next day or two, um, 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. Oh, so I can get them to call you guys? Yes, sir, and we can provide eligibility. And, uh, you said Ben- you said Benefits of a Card? Uh, we're Benefits and a Card. We're the benefit administrators for TRC Staffing. We're not the actual insurance carrier. Oh, okay. All right. Thank you. You're welcome. Is there anything else I could assist you with today, Danny? No, that's it. Awesome. Well, you have a wonderful day, okay? All right. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, um, I was calling, uh, about my insurance card.

Speaker speaker\_0: Okay. Um, what's that staffing agency you work for?

Speaker speaker\_1: Uh, TRC Solutions.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 4235.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Danny Berry.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Danny?

Speaker speaker\_1: 647 Baxter Road, Bombaroosac, Alabama 29018.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 8/4/90.

Speaker speaker\_0: And a good telephone number have is 803-860-1398.

Speaker speaker\_1: Yes. Yes, sir.

Speaker speaker\_0: And an email have is dberry6009 at gmail?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay, so looking at the calendar, it looks like you became active in the coverage as of today, the 12th, um, so you should be receiving physical ID cards 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 just so you have them.

Speaker speaker\_1: Um, question.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I'm supposed to, um, uh, I was supposed to see the doctor, and they was asking about the insurance. That's why I was calling.

Speaker speaker\_0: Um, yeah.

Speaker speaker\_1: So, uh-

Speaker speaker\_0: So if you do have... Yes, so if you do have an appointment today or within the next day or two, um, 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\_1: Oh, so I can get them to call you guys?

Speaker speaker\_0: Yes, sir, and we can provide eligibility.

Speaker speaker\_1: And, uh, you said Ben- you said Benefits of a Card?

Speaker speaker\_0: Uh, we're Benefits and a Card. We're the benefit administrators for TRC Staffing. We're not the actual insurance carrier.

Speaker speaker\_1: Oh, okay. All right. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today, Danny?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: All right, bye-bye.