

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name is Eduardo Lawrence. I was just trying to get some information about Benefits in a Card. Um, I was trying to see is there a actual, a physical card to be utilized when going to a doctor, or how would you be able to choose which, um, providers that you can go to? Yeah, let me check on that. Um, so Surge Staffing you said? Yes. What's the last four of your social? Five, zero, nine, four. And for security purposes, could you verify your home address, including city, state and zip code, Eduardo? 620 12 Oaks Drive, Senoia, Georgia, 30276. And your date of birth? October 21st, 1976. And a good telephone number have a 678-516-4014? Hm. Which car I'm getting? This. And the email I have is to the number1quick@Yahoo. Hello? I'm still here. Can you hear me? I just don't understand. Uh, what was that again? I said, did the email I have is to the number1quick@Yahoo.com? Yes. Okay. So looking at the file, uh, we're checking the calendar. It looks like you became active in the coverage as of this past Monday, the 17th. Mm-hmm. So, you should be receiving your physical ID cards early next week. However, I can possibly email them to you just so you have them. That'd be great. Uh, and then- and then include in the email telephone numbers to find providers. Um, now regarding the insurance offered through Surge, I do know you have to stay in network for the insurance carrier to pay. Okay. However, like I said, I will provide the telephone numbers so you can find those providers for you. Okay. And then also, like say if somebody wants to talk to a therapist. Is that included, or does that cover that or no? Um, so the VIP standard which covers hospitals, doctors and medications, so you do have some, uh, coverage for that doctor visit or specialty visit. Okay. Okay. Um, well here, do you mind if I place you on a brief hold while I do all of that for you? That's fine. Okay. Hello, Eduardo. Are you still there? Yes. Thanks so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. All right. Um, well is there anything else I could assist you with today? No, that was it. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful weekend, okay? You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. My name is Eduardo Lawrence. I was just trying to get some information about Benefits in a Card. Um, I was trying to see is there a actual, a physical card

to be utilized when going to a doctor, or how would you be able to choose which, um, providers that you can go to?

Speaker speaker_0: Yeah, let me check on that. Um, so Surge Staffing you said?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Five, zero, nine, four.

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

Speaker speaker_1: 620 12 Oaks Drive, Senoia, Georgia, 30276.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 21st, 1976.

Speaker speaker_0: And a good telephone number have a 678-516-4014?

Speaker speaker_1: Hm.

Speaker speaker_2: Which car I'm getting?

Speaker speaker_1: This.

Speaker speaker_0: And the email I have is to the number1quick@Yahoo.

Speaker speaker_1: Hello?

Speaker speaker_0: I'm still here. Can you hear me?

Speaker speaker_2: I just don't understand.

Speaker speaker_1: Uh, what was that again?

Speaker speaker_0: I said, did the email I have is to the number1quick@Yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So looking at the file, uh, we're checking the calendar. It looks like you became active in the coverage as of this past Monday, the 17th.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, you should be receiving your physical ID cards early next week. However, I can possibly email them to you just so you have them.

Speaker speaker_1: That'd be great.

Speaker speaker_0: Uh, and then- and then include in the email telephone numbers to find providers. Um, now regarding the insurance offered through Surge, I do know you have to stay in network for the insurance carrier to pay.

Speaker speaker_1: Okay.

Speaker speaker_0: However, like I said, I will provide the telephone numbers so you can find those providers for you.

Speaker speaker_1: Okay. And then also, like say if somebody wants to talk to a therapist. Is that included, or does that cover that or no?

Speaker speaker_0: Um, so the VIP standard which covers hospitals, doctors and medications, so you do have some, uh, coverage for that doctor visit or specialty visit.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, well here, do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Hello, Eduardo. Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Thanks so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Um, well is there anything else I could assist you with today?

Speaker speaker_1: No, that was it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful weekend, okay?

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.