

## **Transcript: Justin**

**Mills-5812245103165440-5582613133180928**

### **Full Transcript**

Thanks for using Benefits in a Card. How can I help you today? Yes, uh, I was calling... I, I applied for medical service through you guys, and I've been sick and I need to go to the doctor. And I didn't know if my insurance was good yet, 'cause they said they were going to mail me a card and stuff, and I haven't got one. Yeah, let me check on that for you. What's the staffing agency you work for? Innovative. And the last four of your Social? 8458. Yeah, I've been sick the last few days, can't even work. And what was your first and last name? It's been Logsdon, L-O-G-S-D-O-N. And for security purposes, can you verify your home address, including city, state and zip code, Tim? 3450... Oh, shoot. Don't feel good. 3454, um, North Charles Street, Decatur, Illinois, 65206. And confirm your date of birth? 1/13/62. And if your telephone number is 217-775-5427? Yes. And the email I have is timwlogsdon at gmail? Yeah. Okay, so let's see here. So checking the file, it looks like you became active in the coverage as of yesterday, the 3rd, so you should be receiving physical ID cards early next week. Okay. 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 insurance carrier at least 72 hours to generate policy numbers. However, you stated you have a doctor's appointment to go to, is that correct? Today, yes, after 3:00. And I am... Like I said, I'm feeling terrible. I have been... Okay, so what you can do, you can still go to that doctor's appointment, uh, you just have those providers call us at Benefits in 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. So you do have active- Oh, wonderful. ... coverage for that visit. Good. I appreciate it, 'cause I definitely need it. Yes, sir. But like I said, just have those providers call us so they can verify eligibility for you, okay? Okay, I sure appreciate your help. Thank you, sir. You're welcome, Tim. You have a great day, okay? You too. Bye-bye. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for using Benefits in a Card. How can I help you today?

Speaker speaker\_1: Yes, uh, I was calling... I, I applied for medical service through you guys, and I've been sick and I need to go to the doctor. And I didn't know if my insurance was good yet, 'cause they said they were going to mail me a card and stuff, and I haven't got one.

Speaker speaker\_0: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_1: Innovative.

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

Speaker speaker\_1: 8458. Yeah, I've been sick the last few days, can't even work.

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

Speaker speaker\_1: It's been Logsdon, L-O-G-S-D-O-N.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Tim?

Speaker speaker\_1: 3450... Oh, shoot. Don't feel good. 3454, um, North Charles Street, Decatur, Illinois, 65206.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 1/13/62.

Speaker speaker\_0: And if your telephone number is 217-775-5427?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is timwlogsdon at gmail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so let's see here. So checking the file, it looks like you became active in the coverage as of yesterday, the 3rd, so you should be receiving physical ID cards early next week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 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 insurance carrier at least 72 hours to generate policy numbers. However, you stated you have a doctor's appointment to go to, is that correct?

Speaker speaker\_1: Today, yes, after 3:00. And I am... Like I said, I'm feeling terrible. I have been...

Speaker speaker\_0: Okay, so what you can do, you can still go to that doctor's appointment, uh, you just have those providers call us at Benefits in 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. So you do have active-

Speaker speaker\_1: Oh, wonderful.

Speaker speaker\_0: ... coverage for that visit.

Speaker speaker\_1: Good. I appreciate it, 'cause I definitely need it.

Speaker speaker\_0: Yes, sir. But like I said, just have those providers call us so they can verify eligibility for you, okay?

Speaker speaker\_1: Okay, I sure appreciate your help. Thank you, sir.

Speaker speaker\_0: You're welcome, Tim. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

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