

Transcript: Justin

Mills-6000498787696640-5232223627722752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I was actually just calling because, um, recently we're enrolled, uh, my husband and I, and I wanted to go about seeing, um, how to use our benefits. Okay. What's the staffing agency you work for? Um, it's OnTrack Staffing. It's my husband- And the last four of your Social? Um, 8207. And his first and last name? No, but... I'm sorry. These are his credentials. I'm on his benefits as well. Did you want my information or, like, him being a primary... person? Uh, yeah, we need the last four of his Social if he's the primary. Yep, so it's the 8207. Okay. And what was his first and last name? Marlando Maxwell. And I'm speaking with Autumn? Yes. Okay. And for security purposes, could you verify the home address, including city, state and zip code? Um, the one that you guys have on file, I believe it's 3840 Franco Road, Apartment 5111, Dallas, Texas 75287. And confirm his date of birth? Um, January 10th, 2000. And a good telephone number I have for him is 614-743-1634? Yes. And the email I have for him is marlandomaxwell10 at gmail? Yes. Okay, so looking at the calendar, it looks like, uh, Marlando became active into coverage as of this past Monday, the 18th. Mm-hmm. So y'all should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold for a second to see if those ID cards have been generated? And if so, I'll email them to him real quick? Yeah. Okay, I'll be right back for you, okay? Okay. Okay. Hello. Are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you the ID cards, or Marlando the ID cards to the email that was on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if he doesn't see th- them in the inbox, be sure to check the spam or check the junk folder, okay? Okay. So then we would- So let- ... need to, um, like... So we, uh... Are there, like, certain in-network providers or we just go to our service... Yes. So you do have to stay in network for the insurance carrier to pay. However, there are telephone numbers in the email, uh, that I sent to you, uh, to where if you provide them with your zip code they'll give you a list of doctors and providers in that location that will accept the insurance. Okay. And then, uh, I see the emails. There's like a medical... So that's... This is for our medical insurance, dental and vision? Correct. Okay. All righty. Sounds good. Is it? Then I will be doing that. Awesome. Is there anything else I can help you out with today? Um, that was all. I appreciate it. You're welcome. You have a great day, okay? Thank you. You as well. Bye-bye. All right. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I was actually just calling because, um, recently we're enrolled, uh, my husband and I, and I wanted to go about seeing, um, how to use our benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Um, it's OnTrack Staffing. It's my husband-

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Um, 8207.

Speaker speaker_1: And his first and last name?

Speaker speaker_2: No, but... I'm sorry. These are his credentials. I'm on his benefits as well. Did you want my information or, like, him being a primary... person?

Speaker speaker_1: Uh, yeah, we need the last four of his Social if he's the primary.

Speaker speaker_2: Yep, so it's the 8207.

Speaker speaker_1: Okay. And what was his first and last name?

Speaker speaker_2: Marlando Maxwell.

Speaker speaker_1: And I'm speaking with Autumn?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Um, the one that you guys have on file, I believe it's 3840 Franco Road, Apartment 5111, Dallas, Texas 75287.

Speaker speaker_1: And confirm his date of birth?

Speaker speaker_2: Um, January 10th, 2000.

Speaker speaker_1: And a good telephone number I have for him is 614-743-1634?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have for him is marlandomaxwell10 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the calendar, it looks like, uh, Marlando became active into coverage as of this past Monday, the 18th.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So y'all should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold for a second to see if those ID cards have been generated? And if so, I'll email them to him real quick?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, I'll be right back for you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello. Are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you the ID cards, or Marlando the ID cards to the email that was on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if he doesn't see them in the inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: Okay. So then we would-

Speaker speaker_1: So let-

Speaker speaker_2: ... need to, um, like... So we, uh... Are there, like, certain in-network providers or we just go to our service...

Speaker speaker_1: Yes. So you do have to stay in network for the insurance carrier to pay. However, there are telephone numbers in the email, uh, that I sent to you, uh, to where if you provide them with your zip code they'll give you a list of doctors and providers in that location that will accept the insurance.

Speaker speaker_2: Okay. And then, uh, I see the emails. There's like a medical... So that's... This is for our medical insurance, dental and vision?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. All righty. Sounds good.

Speaker speaker_1: Is it?

Speaker speaker_2: Then I will be doing that.

Speaker speaker_1: Awesome. Is there anything else I can help you out with today?

Speaker speaker_2: Um, that was all. I appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Thank you. You as well. Bye-bye.

Speaker speaker_1: All right. Bye-bye.