

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Records. This is Justin. How can I help you today? Hi, Justin. It's Sharon Talarico. How are you? I'm doing well, Sharon. And yourself? I'm doing okay. Um, about an hour ago, I was on the phone with Pearl, and she was going to send me a virtual card, um, m- for my medical through my email. I never got it. You never got it? Okay. Um, I could possibly resend that for you. J- What's that staffing agency? It's, um, Norstaffing, Norstaffing. Okay. And the- And, um, I work for GHG Home Care. Okay, Norstaffing, and the last four of your Social? 7487. Now, you know, I did get... You sent me a couple copies of cards. Mm-hmm. Um, I don't know if, like... Will this card say "medical" on it? Um, yeah. It should say "hospital indemnity," which does stand for medical insurance. Okay. I have n- I have nothing that has that on it. I have a dental, I have the prescription, and I have the vision. Okay. Uh- But I have nothing else. Okay. Let me send that to you. For security purposes, can you verify your home address, including city, state and ZIP code, Sharon? Sure. It's 603 George Street, Apartment 2, Throop, Pennsylvania, 18512. And my birthday is 9/14/68. And a good telephone number to have is 570-955-7922? Correct. And the email is singer6898@gmail? S-I-N-G-E-R 6-8-9-8 at gmail. Okay. And what were you going to say before I cut you off? I'm sorry. All, all lowercase letters- All lowercase? Okay. ... in, in singer. Yes. Uh, so I don't know if that has anything to do with anything. I know it used to in the past. But I don't know- Uh- ... if it does anymore. Totally understand. Um, well, here, let me place you on a brief hold and I'll email that medical ID card to you, okay? Okay, thank you. You're welcome. Hello, Sharon. You still there? Yes, I am. Awesome. Thank you for holding. So, I went ahead and emailed you all of your ID cards, just to be on the safe side. Um, email that you should be looking out for will be coming from info. That's I-N-F-O. I am looking at it now, but let me, let me check. Um, okay. I al-... Uh... Okay, one second. I just wanna... Um... Limited Benefit Med Plan, got it. Yes, that is exactly right. The other one said "dental," like a group dental or something, so it's, um, the A- APL? Correct. Um, number... Can I, uh, give you the number so it's the right policy? Yeah, I can verify that for you. 02608271. Correct. That's the number I have right here, yes. Limited Benefit Med Plan VIPVIC. Correct. Yes, ma'am. Mm-hmm. Wonderful. Thank you so much. The other two I did get. This one I didn't. But thank you. Oh, you're welcome. I appreciate it. That's all I needed. You're welcome. You have a great day, Sharon. Okay? Y- you too. Thank you, Justin. All right. Bye-bye. Bye-bye. Finally. Hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. It's Sharon Talarico. How are you?

Speaker speaker_0: I'm doing well, Sharon. And yourself?

Speaker speaker_1: I'm doing okay. Um, about an hour ago, I was on the phone with Pearl, and she was going to send me a virtual card, um, m- for my medical through my email. I never got it.

Speaker speaker_0: You never got it? Okay. Um, I could possibly resend that for you.

Speaker speaker_1: J-

Speaker speaker_0: What's that staffing agency?

Speaker speaker_1: It's, um, Norstaffing, Norstaffing.

Speaker speaker_0: Okay. And the-

Speaker speaker_1: And, um, I work for GHG Home Care.

Speaker speaker_0: Okay, Norstaffing, and the last four of your Social?

Speaker speaker_1: 7487. Now, you know, I did get... You sent me a couple copies of cards.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I don't know if, like... Will this card say "medical" on it?

Speaker speaker_0: Um, yeah. It should say "hospital indemnity," which does stand for medical insurance.

Speaker speaker_1: Okay. I have n- I have nothing that has that on it. I have a dental, I have the prescription, and I have the vision.

Speaker speaker_0: Okay. Uh-

Speaker speaker_1: But I have nothing else.

Speaker speaker_0: Okay. Let me send that to you. For security purposes, can you verify your home address, including city, state and ZIP code, Sharon?

Speaker speaker_1: Sure. It's 603 George Street, Apartment 2, Throop, Pennsylvania, 18512. And my birthday is 9/14/68.

Speaker speaker_0: And a good telephone number to have is 570-955-7922?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is singer6898@gmail?

Speaker speaker_1: S-I-N-G-E-R 6-8-9-8 at gmail.

Speaker speaker_0: Okay. And what were you going to say before I cut you off? I'm sorry.

Speaker speaker_1: All, all lowercase letters-

Speaker speaker_0: All lowercase? Okay.

Speaker speaker_1: ... in, in singer. Yes. Uh, so I don't know if that has anything to do with anything. I know it used to in the past. But I don't know-

Speaker speaker_0: Uh-

Speaker speaker_1: ... if it does anymore.

Speaker speaker_0: Totally understand. Um, well, here, let me place you on a brief hold and I'll email that medical ID card to you, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Hello, Sharon. You still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you for holding. So, I went ahead and emailed you all of your ID cards, just to be on the safe side. Um, email that you should be looking out for will be coming from info. That's I-N-F-O.

Speaker speaker_1: I am looking at it now, but let me, let me check. Um, okay. I al... Uh... Okay, one second. I just wanna... Um... Limited Benefit Med Plan, got it.

Speaker speaker_0: Yes, that is exactly right.

Speaker speaker_1: The other one said "dental," like a group dental or something, so it's, um, the A- APL?

Speaker speaker_0: Correct.

Speaker speaker_1: Um, number... Can I, uh, give you the number so it's the right policy?

Speaker speaker_0: Yeah, I can verify that for you.

Speaker speaker_1: 02608271.

Speaker speaker_0: Correct. That's the number I have right here, yes.

Speaker speaker_1: Limited Benefit Med Plan VIPVIC.

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Mm-hmm. Wonderful. Thank you so much. The other two I did get. This one I didn't. But thank you.

Speaker speaker_0: Oh, you're welcome.

Speaker speaker_1: I appreciate it. That's all I needed.

Speaker speaker_0: You're welcome. You have a great day, Sharon. Okay?

Speaker speaker_1: Y- you too. Thank you, Justin.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye. Finally. Hmm.