

Transcript: Justin

Mills-6086784311574528-5274654784045056

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 actually just called you guys, and, um, I was supposed to... Well, I received an email from you guys. Um, so I'm trying to get my, um, uh... Hm, I'm sorry, my insurance card and, you know, my benefit card, um, information, because I could not... Uh, excuse me, I'm sorry, I can't really talk well. Um, I need to go to the doctor, and I d- I haven't got it in the mail yet. I'm trying to get that information before I try to go to urgent care, and it's just not... Yeah, I can't find it. We can email it to you. Um, what's the staffing agency you work for? I work for MAU. And the last four of your social? 5405. And what was your first and last name again? I'm sorry. It's okay. Elizabeth Sousa. My last name is spelled S-O-U-S-A. And for security purposes, can you verify the home address, including city, state and ZIP code, Elizabeth? Of course. 189 Weehackie Creek Road, LaGrange, Georgia 30240. And your date of birth? 06/03/98. And a good telephone number have a 706-415-2071. Yes, sir. And the email I have elizabethsousa98@Yahoo? Yes, sir. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Go ahead. Okay. Hello, Elizabeth. You still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you your item, medical ID card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsboard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? Okay. So, um, with that being said, whenever I do get it, 'cause I know that they're suppo- Okay, so I got the same thing from somebody else. I'm just not sure. Do I need to give, um, whenever I go to urgent care, do I need to give them the card that, the member card? There's a medical card on here, um, provider card. Which one am I supposed to give out? There's a pharmacy one, but I figured that that wouldn't be for obviously, um... Um, so the one that I just emailed you- It says that... Go ahead. So, the one that I just emailed you, um, should be the, should be suffice enough. Um, that is your MAC-Enhanced coverage offered through MAU. So, they would just put in the information that's on the ID card and see that you have that coverage through MAU. Okay. All right. Thank you very much. You're welcome. Is there anything else I can help you out with today? No, sir. That will be all. Awesome. Well, you have a wonderful day, okay? Thank you. You as well. 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 actually just called you guys, and, um, I was supposed to... Well, I received an email from you guys. Um, so I'm trying to get my, um, uh... Hm, I'm sorry, my insurance card and, you know, my benefit card, um, information, because I could not... Uh, excuse me, I'm sorry, I can't really talk well. Um, I need to go to the doctor, and I d- I haven't got it in the mail yet. I'm trying to get that information before I try to go to urgent care, and it's just not... Yeah, I can't find it.

Speaker speaker_1: We can email it to you. Um, what's the staffing agency you work for?

Speaker speaker_2: I work for MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5405.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: It's okay. Elizabeth Sousa. My last name is spelled S-O-U-S-A.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and ZIP code, Elizabeth?

Speaker speaker_2: Of course. 189 Weehackie Creek Road, LaGrange, Georgia 30240.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 06/03/98.

Speaker speaker_1: And a good telephone number have a 706-415-2071.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have elizabethsousa98@Yahoo?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_2: Go ahead.

Speaker speaker_1: Okay. Hello, Elizabeth. You still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your item, medical ID card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsboard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: Okay. So, um, with that being said, whenever I do get it, 'cause I know that they're suppo- Okay, so I got the same thing from somebody else. I'm just not sure. Do I need to give, um, whenever I go to urgent care, do I need to give them the card that, the member card? There's a medical card on here, um, provider card. Which one am I supposed to give out? There's a pharmacy one, but I figured that that wouldn't be for obviously, um...

Speaker speaker_1: Um, so the one that I just emailed you-

Speaker speaker_2: It says that... Go ahead.

Speaker speaker_1: So, the one that I just emailed you, um, should be the, should be suffice enough. Um, that is your MAC-Enhanced coverage offered through MAU. So, they would just put in the information that's on the ID card and see that you have that coverage through MAU.

Speaker speaker_2: Okay. All right. Thank you very much.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: No, sir. That will be all.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Bye-bye.