

Transcript: Justin

Mills-6232789159821312-5651431117078528

Full Transcript

Hello? Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, how are you? I was giving you guys a call, um, because I was... I needed to get my benefit card, um, so I can make me a doctor's appointment. I just never received it in an email or in the mail. So, I just wanted to see, could I get it sent to me via email? Yeah, let me check on that for you. What's the staffing agency you work for? Um, Partners Personnel. And the last four of your social? 3297. And what's the name of the insurance I have? I don't even know. I'm like, oh my goodness. Here, give me one second. What was your first and last name? Vartica McCain. Okay. And for security purposes, can you verify your home address, including city, state and zip code? Yeah. 1133 Baileys Court, Jonesboro, Georgia 30236. May I confirm your date of birth? August 8, 1992. And a good telephone number you have is 470-770-1275? Yes. And the email I have is vartica1992@gmail? Yes. Okay. So, looking at the file, it looks like you're currently enrolled with the dental, uh, in the NBC Enhanced, which is your medical plan for employee only. However, checking my calendar, you did become active in the coverage as of today, the 24th, so you should be receiving your physical ID cards early next week. Now, if you- Oh. ... did call back Thursday or Friday of this week, we can potentially email them to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers for you. Oh, okay. So, call back later on this week? Correct. However, to answer your question from earlier, um, the insurance carrier is American Public Life, and then you have- Oh. ... preventative healthcare services through 90 Degree Benefits. So you have two insurance carriers for your medical. Oh, okay. Okay. I never heard of those, but hopefully it doesn't s- I don't have a, run into a problem trying to find a doctor with that. Totally understand. Um, okay. Okay. Well, that's fine. I'll give a call back there. Awesome. Well, is there anything else I could help you out with today, Ms. McCain? No, that'll be all. Awesome. Well, you have a wonderful day, okay? Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_0: Hey, how are you? I was giving you guys a call, um, because I was... I needed to get my benefit card, um, so I can make me a doctor's appointment. I just never received it in an email or in the mail. So, I just wanted to see, could I get it sent to me via email?

Speaker speaker_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_0: Um, Partners Personnel.

Speaker speaker_1: And the last four of your social?

Speaker speaker_0: 3297. And what's the name of the insurance I have? I don't even know. I'm like, oh my goodness.

Speaker speaker_1: Here, give me one second. What was your first and last name?

Speaker speaker_0: Vartica McCain.

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

Speaker speaker_0: Yeah. 1133 Baileys Court, Jonesboro, Georgia 30236.

Speaker speaker_1: May I confirm your date of birth?

Speaker speaker_0: August 8, 1992.

Speaker speaker_1: And a good telephone number you have is 470-770-1275?

Speaker speaker_0: Yes.

Speaker speaker_1: And the email I have is vartica1992@gmail?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So, looking at the file, it looks like you're currently enrolled with the dental, uh, in the NBC Enhanced, which is your medical plan for employee only. However, checking my calendar, you did become active in the coverage as of today, the 24th, so you should be receiving your physical ID cards early next week. Now, if you-

Speaker speaker_0: Oh.

Speaker speaker_1: ... did call back Thursday or Friday of this week, we can potentially email them to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers for you.

Speaker speaker_0: Oh, okay. So, call back later on this week?

Speaker speaker_1: Correct. However, to answer your question from earlier, um, the insurance carrier is American Public Life, and then you have-

Speaker speaker_0: Oh.

Speaker speaker_1: ... preventative healthcare services through 90 Degree Benefits. So you have two insurance carriers for your medical.

Speaker speaker_0: Oh, okay. Okay. I never heard of those, but hopefully it doesn't s- I don't have a, run into a problem trying to find a doctor with that.

Speaker speaker_1: Totally understand.

Speaker speaker_0: Um, okay. Okay. Well, that's fine. I'll give a call back there.

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today, Ms. McCain?

Speaker speaker_0: No, that'll be all.

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

Speaker speaker_0: Bye-bye. Bye-bye.