

Transcript: Justin

Mills-6301351445741568-6175567221571584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yes, I was calling to confirm my, um, enrollment and, um, see if you can give me my, um, ID number. I have a doctor's appointment this morning. Yeah, let me check on that for you. What's the staffing agency you work for? TRC. And the last four of your Social? 7624. And what was your first and last name? Regina Taylor. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Regina? 325 Drive, Columbia, South Carolina 29209. And your date of birth? January 3rd, 1990 . And a good telephone number I have is 803-586-2263. That's correct. And the email I have is bella.drop90@gmail? Mm-hmm. Okay, um, so let's see here. So looking at the file, it looks like you are currently enrolled into dental, PERM Life which is life insurance, vision and the MEC TeleRx, which is your medical plan, all for employee only. However, I can possibly email you your ID cards, uh, just so you have them, and then put in a request for new physical ID cards to be mailed out to you. Yeah, I have a card, but I'm not sure which is my, um... How do you say it, ID number. Yeah, do you mind describing it for me? Um, it says member TRC, has an employee ID, has my employee name. It has medical, it has pharmacy and vision. Okay, so that should be your preventative healthcare service card. Um, but let me go ahead and search up your vision and your dental card, and I'll email that to you. Um, do you mind if I place you on a brief hold? Oh, no, go ahead. Okay, I'll be right back for you, okay? Okay. Hello, Regina. You still there? Yes. Awesome, thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email that we had on file. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay, I see... Let me see, okay. Caring, Carrington? Uh, it's to find dental providers, uh, yes. Yeah, I think the Carrington one is the, um, medical insurance one you offer? Yes, it's listed as- Oh, I see. ... an MEC. Wait, . So your vision is- Oh yeah, I have this card. Okay. So your MEC is your medical ID card. Okay. And then your vision's through MetLife, and then dental's through American Public Life. Okay. So... So, the one that says TRC and all of that, that's my medical card? Correct. Yeah, I have that. I'm just not sure as to which is my, um, ID number and the name of the insurance. Okay. So, the insurance- Now that, um... Say it again? So, the insurance- Oh, I'm not sure she can hear you. Oh, okay. Go ahead. So, the insurance carrier for your MEC is through 90 Degree Benefits. 90 Degree Benefits. Correct. And which of these numbers would be my, um... How do you say it? Provider's number... Uh, member ID? Correct. So, you would just provide that information to the provider, and they would type in the information in their system, and they can pull up that you are covered for preventative healthcare services. Okay, so just tell them that I'm with 90 Degree Benefits? Correct. Yes, ma'am. Okay, 90 Degree Benefits. Well, okay then. Thank you. You're welcome. Now, looking at the file, I do see you're missing a beneficiary for your

term life. Who do you want to put down as your beneficiary? Yeah, I was gonna put my mom, but I'm still looking into that. I'm gonna have to get that updated probably tomorrow or something. No worries. Is there anything else I could help you out with today, Regina? No. Give me that name one more time, 90 Degree Benefit? Correct. Yes, ma'am. All righty. Thank you. You're welcome. You have a great day, okay? 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes, I was calling to confirm my, um, enrollment and, um, see if you can give me my, um, ID number. I have a doctor's appointment this morning.

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

Speaker speaker_2: TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7624.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Regina Taylor.

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

Speaker speaker_2: 325 Drive, Columbia, South Carolina 29209.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 3rd, 1990 .

Speaker speaker_1: And a good telephone number I have is 803-586-2263.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is bella.drop90@gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, um, so let's see here. So looking at the file, it looks like you are currently enrolled into dental, PERM Life which is life insurance, vision and the MEC TeleRx, which is your medical plan, all for employee only. However, I can possibly email you your ID cards, uh, just so you have them, and then put in a request for new physical ID cards to be mailed out to you.

Speaker speaker_2: Yeah, I have a card, but I'm not sure which is my, um... How do you say it, ID number.

Speaker speaker_1: Yeah, do you mind describing it for me?

Speaker speaker_2: Um, it says member TRC, has an employee ID, has my employee name. It has medical, it has pharmacy and vision.

Speaker speaker_1: Okay, so that should be your preventative healthcare service card. Um, but let me go ahead and search up your vision and your dental card, and I'll email that to you. Um, do you mind if I place you on a brief hold?

Speaker speaker_2: Oh, no, go ahead.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Hello, Regina. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome, thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email that we had on file. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_2: Okay, I see... Let me see, okay. Caring, Carrington?

Speaker speaker_1: Uh, it's to find dental providers, uh, yes.

Speaker speaker_2: Yeah, I think the Carrington one is the, um, medical insurance one you offer?

Speaker speaker_1: Yes, it's listed as-

Speaker speaker_2: Oh, I see.

Speaker speaker_1: ... an MEC.

Speaker speaker_2: Wait, .

Speaker speaker_1: So your vision is-

Speaker speaker_2: Oh yeah, I have this card.

Speaker speaker_1: Okay. So your MEC is your medical ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: And then your vision's through MetLife, and then dental's through American Public Life.

Speaker speaker_3: Okay. So... So, the one that says TRC and all of that, that's my medical card?

Speaker speaker_1: Correct.

Speaker speaker_3: Yeah, I have that. I'm just not sure as to which is my, um, ID number and the name of the insurance.

Speaker speaker_1: Okay. So, the insurance-

Speaker speaker_3: Now that, um... Say it again?

Speaker speaker_1: So, the insurance-

Speaker speaker_3: Oh,

Speaker speaker_4: I'm not sure she can hear you.

Speaker speaker_3: Oh, okay. Go ahead.

Speaker speaker_1: So, the insurance carrier for your MEC is through 90 Degree Benefits.

Speaker speaker_3: 90 Degree Benefits.

Speaker speaker_1: Correct.

Speaker speaker_3: And which of these numbers would be my, um... How do you say it? Provider's number... Uh, member ID?

Speaker speaker_1: Correct. So, you would just provide that information to the provider, and they would type in the information in their system, and they can pull up that you are covered for preventative healthcare services.

Speaker speaker_3: Okay, so just tell them that I'm with 90 Degree Benefits?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_3: Okay, 90 Degree Benefits. Well, okay then. Thank you.

Speaker speaker_1: You're welcome. Now, looking at the file, I do see you're missing a beneficiary for your term life. Who do you want to put down as your beneficiary?

Speaker speaker_3: Yeah, I was gonna put my mom, but I'm still looking into that. I'm gonna have to get that updated probably tomorrow or something.

Speaker speaker_1: No worries. Is there anything else I could help you out with today, Regina?

Speaker speaker_3: No. Give me that name one more time, 90 Degree Benefit?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_3: All righty. Thank you.

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

Speaker speaker_3: Bye-bye.

Speaker speaker_1: All right, bye-bye.