

Transcript: Justin

Mills-6434446309244928-5187626916560896

Full Transcript

Thank you for calling BenefitsNet Card. This is Justin. How can I help you today? Yes, I was calling just trying to see, uh, when my benefits are gonna be available and when I'm gonna see my card, 'cause, um, I looked at my check stub and they didn't bother me to comment out of my check and, um, I need to go to the dentist, whatnot, but I don't have a insurance card or nothing. I can't pick up one because I got so many expenses. So I'm trying to see- Uh- ... when- Uh, yeah, I can check on that for you. Um, which staffing agency you work for? Uh, United Way. And the last four of your social? 604 And what was your first and last name? Jefferys34. And for security purposes, could you verify your home address, including city, state and zip code? 63 Austin Court, South Sacramento, 95673. Mm-hmm. And confirm your date of birth? 3/11/69. And a good telephone number have is 864-201-8358. Yes. And the email I have is qjefferys34@gmail.com. Yes. Okay. Um, looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 12th. So you should be receiving all of your physical ID cards early next week or sometime next week. However, do you mind if I place you in a brief hold while I email you the information? Sorry, so the information you sent by email? Yes, sir. That's the... They're pretty much just email versions of your physical ID cards. Okay. Because my main employer is where I got my kids to go to school. It sounds like I got two medicals or how am I missing one? Um, yes. So the two medicals, you have the MEC standalone which covers your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And then the InsurPlus Enhanced which cover your hospital visits, doctor visits and then medication coverage. So I have to have two? I'm sorry, what was that? You broke in and out there. I said so I have to have two? Um, no, it's totally up to you. Um, I mean I would cancel the coverage or if wanted to drop a coverage for you, but it may use a Section 125. So unfortunately I wouldn't be able to drop coverage unless you're in next open enrollment period sometime in December, um, or if you were to experience a qualified life event. No, I'm not retired. Nobody... All right. Well... You still need those ID cards emailed to you? Not yet. Okay. Well, do you mind if I place you on a brief hold while I take care of that? Sure. Okay. Hello, are you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. I will. Awesome. Well, is there anything else I can assist you with today? No, this is appreciated. You're welcome. You have a great weekend. Okay? You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling BenefitsNet Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, I was calling just trying to see, uh, when my benefits are gonna be available and when I'm gonna see my card, 'cause, um, I looked at my check stub and they didn't bother me to comment out of my check and, um, I need to go to the dentist, whatnot, but I don't have a insurance card or nothing. I can't pick up one because I got so many expenses. So I'm trying to see-

Speaker speaker_0: Uh-

Speaker speaker_1: ... when-

Speaker speaker_0: Uh, yeah, I can check on that for you. Um, which staffing agency you work for?

Speaker speaker_1: Uh, United Way.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 604

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jefferys34.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 63 Austin Court, South Sacramento, 95673.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 3/11/69.

Speaker speaker_0: And a good telephone number have is 864-201-8358.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is qjefferys34@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 12th. So you should be receiving all of your physical ID cards early next week or sometime next week. However, do you mind if I place you in a brief hold while I email you the information?

Speaker speaker_1: Sorry, so the information you sent by email?

Speaker speaker_0: Yes, sir. That's the... They're pretty much just email versions of your physical ID cards.

Speaker speaker_1: Okay. Because my main employer is where I got my kids to go to school. It sounds like I got two medicals or how am I missing one?

Speaker speaker_0: Um, yes. So the two medicals, you have the MEC standalone which covers your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And then the InsurPlus Enhanced which cover your hospital visits, doctor visits and then medication coverage.

Speaker speaker_1: So I have to have two?

Speaker speaker_0: I'm sorry, what was that? You broke in and out there.

Speaker speaker_1: I said so I have to have two?

Speaker speaker_0: Um, no, it's totally up to you. Um, I mean I would cancel the coverage or if wanted to drop a coverage for you, but it may use a Section 125. So unfortunately I wouldn't be able to drop coverage unless you're in next open enrollment period sometime in December, um, or if you were to experience a qualified life event.

Speaker speaker_1: No, I'm not retired. Nobody... All right. Well...

Speaker speaker_0: You still need those ID cards emailed to you?

Speaker speaker_1: Not yet.

Speaker speaker_0: Okay. Well, do you mind if I place you on a brief hold while I take care of that?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. I will.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker_1: No, this is appreciated.

Speaker speaker_0: You're welcome. You have a great weekend. Okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.