

## **Transcript: Justin**

**Mills-6481968580575232-6158326990684160**

### **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? Hey, hello. My name is Alabisi Barishade. I'm calling as regard my, uh, health card, my insurance card, please. Hello? I see. Repeating your ID card? Yeah. My, my insurance card. I've not gotten my insurance card. That's why I'm calling. Okay, let me check on that. What's the staffing agency you work for? Sarge. And the last four of your social? 2870. And for security purposes, can you verify your home address, including city, state and zip code? Oh. 2350 Cole Parkway South East, Apartment 31K 9a, 33080 zip code. Georgia. And your date of birth? October 15, 1978. And a good telephone number have is 470-437-0244. Correct. And the email I have is jennovembertwoborris@yahoo.com. Correct. Okay, so looking at the calendar, it looks like you became active in the coverage as of last Monday the 6th, so you should be receiving your physical ID card sometime this week. However, do you mind if I place you on a brief hold while I email that information to you? Yes, please. Then I have- Okay. I have a, I have another question. What are the benefits attached with it? Does it include vision or physical or something? Um, so the MEC TeleRx covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, so I'm not seeing dental or vision included in that medical plan. So it's just medical insurance. Okay. All right. Thank you very much. You're welcome. I'll be right back for you, okay? All right. Okay. Hello. Are you still there? Yeah, I'm here. Hello? Awesome. Thank you so much for holding. Right, we emailed you a medical ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't receive in your inbox, be sure to check your spam or check your junk folder, okay? All right. Thank you very much. You're welcome. Is there anything else I could help you out with today? No, I love you. I appreciate it. Thank you. You're welcome. You have a great day, okay? You too, sir. All right, bye-bye. Yeah.

### **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: Hey, hello. My name is Alabisi Barishade. I'm calling as regard my, uh, health card, my insurance card, please. Hello?

Speaker speaker\_1: I see. Repeating your ID card?

Speaker speaker\_2: Yeah. My, my insurance card. I've not gotten my insurance card. That's why I'm calling.

Speaker speaker\_1: Okay, let me check on that. What's the staffing agency you work for?

Speaker speaker\_2: Sarge.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 2870.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: Oh. 2350 Cole Parkway South East, Apartment 31K 9a, 33080 zip code. Georgia.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: October 15, 1978.

Speaker speaker\_1: And a good telephone number have is 470-437-0244.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is jennovembertwoborris@yahoo.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, so looking at the calendar, it looks like you became active in the coverage as of last Monday the 6th, so you should be receiving your physical ID card sometime this week. However, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_2: Yes, please. Then I have-

Speaker speaker\_1: Okay.

Speaker speaker\_2: I have a, I have another question. What are the benefits attached with it? Does it include vision or physical or something?

Speaker speaker\_1: Um, so the MEC TeleRx covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, so I'm not seeing dental or vision included in that medical plan. So it's just medical insurance.

Speaker speaker\_2: Okay. All right. Thank you very much.

Speaker speaker\_1: You're welcome. I'll be right back for you, okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Hello. Are you still there?

Speaker speaker\_2: Yeah, I'm here. Hello?

Speaker speaker\_1: Awesome. Thank you so much for holding. Right, we emailed you a medical ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't receive in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: No, I love you. I appreciate it. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too, sir.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Yeah.