

## Transcript: Justin

**Mills-6513492008943616-4713309432496128**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling BenefitsNet Cards. This is Justin. How can I help you today? Oh, yeah. Hi. Um, I was calling to, to see when my, uh, coverage would begin. Um, I just recently, uh, enrolled. Yeah. Let me check on that for you. What's the staffing agency you work for? Uh, Oxford. And the last four of your Social? 3786. And what was your first and last name? Alberto Gallegos. Sure. And for security purposes, can you verify your home address, including city, state and zip code, Alberto? Uh, 16 Nantucket Trail, uh, Sandwich, MA 02563. And confirm your date of birth. Uh, 10/18/76. And a good telephone number I have is 774-205-0994? Yes. And the email I have is your first name.yourlastname55@yaho?o Yep, right. Okay, so let's see here. 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 physical ID cards within the next few days. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you? Sure, yeah. That would be great. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, Alberto. Are you still there? Y- yep. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsintercard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Awesome. Okay. Um, and I also emailed you directions to gain access to your FreeRx account, to gain access to the medications as well. Um, there are directions in the email. Just follow those directions and register your account, and then you should have access to that FreeRx information, okay? Oh, okay. Great. Great. Do you, um... I, I forget, and I don't think you guys govern the dental, but is that something that you guys do or is that a completely different company? The, uh, the dental insurance part of this? Um, so you do have dental coverage through Oxford. Um, the insurance carrier is American Public Life for your medical and dental. However, those telephone numbers are in that email I sent you with the ID cards. Oh. Oh, okay. Um, if you want to give them a call to confirm as well. Okay. Good. Uh, do you know, like, if... since I'm... I've, I've been covered as of, what? What did you say, last Monday? Yes. Monday, the 6th, yes. Uh, which is... Would that be for all of the coverages that I, uh, elec- uh, elected for or do I need to- Yes, sir. ... call them just to verify? Um, so when you became active on the 6th, you became active in everything that you enrolled to through Oxford. Oh, okay. So medical, the dental, short-term disability, term life vision, and the MAC TeleRx. Oh. Okay. Awesome. Sounds good then. Is there anything else I can help you out with today, Alberto? Uh, no. No, that's it. Thank you very much. Awesome. You're welcome. You have a great day, okay? I will. You too. Thanks. Thank you. Bye-bye. 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 BenefitsNet Cards. This is Justin. How can I help you today?

Speaker speaker\_2: Oh, yeah. Hi. Um, I was calling to, to see when my, uh, coverage would begin. Um, I just recently, uh, enrolled.

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

Speaker speaker\_2: Uh, Oxford.

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

Speaker speaker\_2: 3786.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Alberto Gallegos.

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

Speaker speaker\_2: Uh, 16 Nantucket Trail, uh, Sandwich, MA 02563.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: Uh, 10/18/76.

Speaker speaker\_1: And a good telephone number I have is 774-205-0994?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is your first name.yourlastname55@yahoo?

Speaker speaker\_2: Yep, right.

Speaker speaker\_1: Okay, so let's see here. 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 physical ID cards within the next few days. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you?

Speaker speaker\_2: Sure, yeah. That would be great.

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

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: Y- yep.

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 we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsintercard.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\_2: Okay. Awesome.

Speaker speaker\_1: Okay. Um, and I also emailed you directions to gain access to your FreeRx account, to gain access to the medications as well. Um, there are directions in the email. Just follow those directions and register your account, and then you should have access to that FreeRx information, okay?

Speaker speaker\_2: Oh, okay. Great. Great. Do you, um... I, I forget, and I don't think you guys govern the dental, but is that something that you guys do or is that a completely different company? The, uh, the dental insurance part of this?

Speaker speaker\_1: Um, so you do have dental coverage through Oxford. Um, the insurance carrier is American Public Life for your medical and dental. However, those telephone numbers are in that email I sent you with the ID cards.

Speaker speaker\_2: Oh. Oh, okay.

Speaker speaker\_1: Um, if you want to give them a call to confirm as well.

Speaker speaker\_2: Okay. Good. Uh, do you know, like, if... since I'm... I've, I've been covered as of, what? What did you say, last Monday?

Speaker speaker\_1: Yes. Monday, the 6th, yes.

Speaker speaker\_2: Uh, which is... Would that be for all of the coverages that I, uh, elec- uh, elected for or do I need to-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: ... call them just to verify?

Speaker speaker\_1: Um, so when you became active on the 6th, you became active in everything that you enrolled to through Oxford.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So medical, the dental, short-term disability, term life vision, and the MAC TeleRx.

Speaker speaker\_2: Oh. Okay. Awesome. Sounds good then.

Speaker speaker\_1: Is there anything else I can help you out with today, Alberto?

Speaker speaker\_2: Uh, no. No, that's it. Thank you very much.

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

Speaker speaker\_2: I will. You too. Thanks.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye. Bye.