

Transcript: Justin

Mills-6552393897525248-4762266292502528

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? Yes, this is with Sylvia Ruiz. Um, eh, I was... I guess I'm, I'm gonna get... I'm gonna get my insurance through you, Benefits in a Card. Yeah. Uh, what's the staffing- Okay. ... agency you work for? Um, it's Priority Personnel. 'Kay. Priority Personnel, and the last four of your social? Uh... Let me... Hold on. Okay. Let me look right quick. All right. Okay. The last four of my social? Correct. Okay. It's nine, seven, five, seven. And what was your first and last name? Sylvia Ruiz. Ruiz, R-U-I-Z. And Sylvia, S-Y-L-V-I-A. And for security purposes, can you verify your home address, including city, state and zip code, Sylvia? Um, it's Kyle, Texas, PO Box 402, and, um, my zip code is 78640. And your date of birth? 12/29/70. And a good telephone number have as 512-557-8244? Yes. And the email have as sa.ruiz369 at Gmail, right? Yes. Okay, so looking at the file, looks like you became active in the coverage as of today, the 13th. Okay. So, you should be receiving physical ID cards early next week. Okay. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards- Okay. ... to you then because it does take the insurance carrier at least 72 hours to generate policy numbers. Right. Um, no, I think, uh, can I just wait and see? Um, yeah, you can, uh, wait until next week until you receive the ID cards, yes. Okay. Yeah, I do that. But we would like to assist... No, go ahead. It's just we inform all of the members, uh, if they're wanting their ID cards, they can call us Thursday or Friday just so they have them, so they're not waiting as long. Oh, okay. No, um, but we, so we are gonna get some in the mail though, right? Correct. Yes, ma'am. Okay. All right. No, um, I'll, I'll wait and see if, you know, if I get 'em, because you know some doctors will ask for a card. Totally understand. Yeah. Um, if you do have a provi- if you do have a doctor's appointment coming up here soon, you can have providers call us and we can confirm eligibility for you. Oh, okay. Let me ask you... Can I ask you a question? Yes. Of course. Okay. Um, like, my medicine, I normally get 'em at HCB. Do they, do they provide this insurance? Um... Now, are you trying to see if the insurance covers that provider? Yes. Okay. Now, I actually won't have that information on hand. However, I have a telephone number- Okay. ... um, to where if you provide them with your zip code, they can give you a list of those providers that will accept the insurance. Okay. What is the phone number to that? Um, so that company is called MultiPlan. MultiPla- Okay. It might be in my book. MultiPlan. Okay. So, I'll have- And their telephone number is 800- Okay. 800- 457- ... 457- 1403. Okay. You're gonna have to repeat the last four a little bit slower. 4- Mm-hmm. Uh, 1403. Oh, 1403? Yes. So, it's 1-800-457-1403? Correct. Yes, ma'am. Okay. Well, good. I will call there and I will be ready for my cards to come in. Awesome. And I'm so happy. You're welcome. I- Have a great day. Thanks, you, too. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, this is with Sylvia Ruiz. Um, eh, I was... I guess I'm, I'm gonna get... I'm gonna get my insurance through you, Benefits in a Card.

Speaker speaker_1: Yeah. Uh, what's the staffing-

Speaker speaker_2: Okay.

Speaker speaker_1: ... agency you work for?

Speaker speaker_2: Um, it's Priority Personnel.

Speaker speaker_1: 'Kay. Priority Personnel, and the last four of your social?

Speaker speaker_2: Uh... Let me... Hold on.

Speaker speaker_1: Okay.

Speaker speaker_2: Let me look right quick.

Speaker speaker_1: All right.

Speaker speaker_2: Okay. The last four of my social?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. It's nine, seven, five, seven.

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

Speaker speaker_2: Sylvia Ruiz. Ruiz, R-U-I-Z. And Sylvia, S-Y-L-V-I-A.

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

Speaker speaker_2: Um, it's Kyle, Texas, PO Box 402, and, um, my zip code is 78640.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/29/70.

Speaker speaker_1: And a good telephone number have as 512-557-8244?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have as sa.ruiz369 at Gmail, right?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, looks like you became active in the coverage as of today, the 13th.

Speaker speaker_2: Okay.

Speaker speaker_1: So, you should be receiving physical ID cards early next week.

Speaker speaker_2: Okay.

Speaker speaker_1: However, if you did call back Thursday or Friday of this week, we can actually email the ID cards-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to you then because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_2: Right. Um, no, I think, uh, can I just wait and see?

Speaker speaker_1: Um, yeah, you can, uh, wait until next week until you receive the ID cards, yes.

Speaker speaker_2: Okay. Yeah, I do that.

Speaker speaker_1: But we would like to assist...

Speaker speaker_2: No, go ahead.

Speaker speaker_1: It's just we inform all of the members, uh, if they're wanting their ID cards, they can call us Thursday or Friday just so they have them, so they're not waiting as long.

Speaker speaker_2: Oh, okay. No, um, but we, so we are gonna get some in the mail though, right?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay. All right. No, um, I'll, I'll wait and see if, you know, if I get 'em, because you know some doctors will ask for a card.

Speaker speaker_1: Totally understand.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, if you do have a provi- if you do have a doctor's appointment coming up here soon, you can have providers call us and we can confirm eligibility for you.

Speaker speaker_2: Oh, okay. Let me ask you... Can I ask you a question?

Speaker speaker_1: Yes. Of course.

Speaker speaker_2: Okay. Um, like, my medicine, I normally get 'em at HCB. Do they, do they provide this insurance?

Speaker speaker_1: Um... Now, are you trying to see if the insurance covers that provider?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Now, I actually won't have that information on hand. However, I have a telephone number-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, to where if you provide them with your zip code, they can give you a list of those providers that will accept the insurance.

Speaker speaker_2: Okay. What is the phone number to that?

Speaker speaker_1: Um, so that company is called MultiPlan.

Speaker speaker_2: MultiPla- Okay. It might be in my book. MultiPlan. Okay. So, I'll have-

Speaker speaker_1: And their telephone number is 800-

Speaker speaker_2: Okay. 800-

Speaker speaker_1: 457-

Speaker speaker_2: ... 457-

Speaker speaker_1: 1403.

Speaker speaker_2: Okay. You're gonna have to repeat the last four a little bit slower. 4-

Speaker speaker_1: Mm-hmm. Uh, 1403.

Speaker speaker_2: Oh, 1403?

Speaker speaker_1: Yes.

Speaker speaker_2: So, it's 1-800-457-1403?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay. Well, good. I will call there and I will be ready for my cards to come in.

Speaker speaker_1: Awesome.

Speaker speaker_2: And I'm so happy.

Speaker speaker_1: You're welcome.

Speaker speaker_2: I-

Speaker speaker_1: Have a great day.

Speaker speaker_2: Thanks, you, too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.