

Transcript: Justin

Mills-6624411285667840-4943852675219456

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? Hello. Um, I have a question about my medical coverage, my medical card. Okay. What's the staffing agency you work for? I work for Crown, Crown Staffing in Vela, Illinois. And the last four of your social? 8614. And what was your first and last name? Rachel McCain. And for security purposes, could you verify the home address, including city, state and zip code, Rachel? Okay. 110 Wesleyan Street, Lockport, Illinois, 60441. And confirm your date of birth? November 11, 1991. And a good telephone number has the 815-419-1819? Yes. And the email has rmccai77 at gmail? Yes. Okay. How can I help you today? I was wondering if I can get another medical card. I actually had went to the doctor's office today, and the only thing I had got in the mail from the Benefits in a Card was the vision coverage card. And I said, "Oh, boy, I'm mistaken the card as my, I guess, my full coverage, my medical coverage." But all I saw on the card was the vision, but I had a, an actual medical visit. Um, yeah. Okay. I could possibly email the ID card to you and then put in a request for physical ID cards to be mailed out to you. Yes, please. Um, I, I probably need that straightened out, yeah, ASAP. Okay. Because I got to clarify that with the medical offices and their billing. Okay. So, uh, do you mind if I place you on a brief hold while I do all of that for you? Yes, please. Okay. Hello, Rachel. Hello? Listen, thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you all of your ID cards 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 see it- Mm-hmm. ... in your inbox, be sure to check the spam or check the junk folder. Secondly, I emailed the insurance carriers as well and put in the request for new physical ID cards to be mailed out to you, so you should receive those in seven to 10 business days. Okay? Okay, then. Okay. Uh- Was there anything else I could help you out with today, Rachel? No, that's all. Thank you so much. You're welcome. You have a great day, okay? Yeah, you too. All right. 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 Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Um, I have a question about my medical coverage, my medical card.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: I work for Crown, Crown Staffing in Vela, Illinois.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 8614.

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

Speaker speaker_2: Rachel McCain.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Rachel?

Speaker speaker_2: Okay. 110 Wesleyan Street, Lockport, Illinois, 60441.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: November 11, 1991.

Speaker speaker_1: And a good telephone number has the 815-419-1819?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has rmccai77 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. How can I help you today?

Speaker speaker_2: I was wondering if I can get another medical card. I actually had went to the doctor's office today, and the only thing I had got in the mail from the Benefits in a Card was the vision coverage card. And I said, "Oh, boy, I'm mistaken the card as my, I guess, my full coverage, my medical coverage." But all I saw on the card was the vision, but I had a, an actual medical visit.

Speaker speaker_1: Um, yeah. Okay. I could possibly email the ID card to you and then put in a request for physical ID cards to be mailed out to you.

Speaker speaker_2: Yes, please. Um, I, I probably need that straightened out, yeah, ASAP.

Speaker speaker_1: Okay.

Speaker speaker_2: Because I got to clarify that with the medical offices and their billing.

Speaker speaker_1: Okay. So, uh, do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. Hello, Rachel.

Speaker speaker_2: Hello?

Speaker speaker_1: Listen, thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you all of your ID cards 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 see it-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... in your inbox, be sure to check the spam or check the junk folder. Secondly, I emailed the insurance carriers as well and put in the request for new physical ID cards to be mailed out to you, so you should receive those in seven to 10 business days. Okay?

Speaker speaker_2: Okay, then. Okay. Uh-

Speaker speaker_1: Was there anything else I could help you out with today, Rachel?

Speaker speaker_2: No, that's all. Thank you so much.

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

Speaker speaker_2: Yeah, you too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.