

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, hi. Um, I work through Doherty Staffing, um, and they said that I would be getting my benefits sometime here soon. I got one card that shows, um, my vision. Um, but I don't know if that has also my medical and my dental on it. I tried reaching out to Doherty and they have yet to reach back to me. What, what's the last three on your Social? Uh, 3781. First name? Uh, Catherine, K-A-T-H-E-R-I-N-E. Last name Yanta, Y-A-N-T-A. All right, and for security purposes, can you verify your address and date of birth for me? Uh, 225 6th Street Northwest in Mahwah, Minnesota, 56353 and 11/18/1988. Thank you. Let's see, we got your phone number, 763-486-9796. Is that correct? And the email is k8\_9651@yahoo.com? Yes. Thank you. All right. So for your medical card, you had to call and request a physical copy be sent. Otherwise, it's only sent via email. Did you want me to send you... Did you want me to request a physical copy be sent? Uh, yes, please. 'Cause I have no idea for my member... number and I need to get into my doctor's notes, so. Okay. 'Cause I got my vision card, um, but I didn't know if it had like the... that included the, um, health and dental on it, so. So it doesn't look like you're enrolled into the dental, but you do... So you have the medical, the vision, life insurance, critical illness, group accident and the pre-RX. Yeah, weird 'cause I thought I did enroll in the dental through Doherty. All right, I'll have to talk to them about that one. Hey, if you want, it's not too late for you to add it. Did you want me to it for your coverage? Uh, yes. Just, uh, single 'cause it's only going to be like what, three bucks a check or just that, so yeah, that's fine. Yes. So it'll be... It'll add another three dol- \$3.38 so it'll make your new total \$34.33. That's fine. All right. So we'll take one to two weeks for those changes to happen. Right now, you still have the regular coverage that I just told you you have. After two weeks, you will see the dental added to it. Awesome. All right. So do you need... Do you need your medical card shipped to you? Uh, yeah. Uh, do you have digital as well? Um, just the physical one. I didn't need a digital. That... Yeah, digital would be nice as well, so I can get it entered into my medical chart. All right. So do you live in a home or an apartment, that 225 6th Street Northwest? It's a house. All right. And you said, so it's 225 6th Street Northwest, Mahwah, Minnesota, 56353? Yep. Okay. All right. So the physical cards will take one to two weeks to get to you. Do you mind if, if I put you on a brief hold while I get those, uh, digital cards for you? Certainly. Thank you. Are you there, Ms. Yanta? Yep. I, I just sent those ID. I just sent your medical card to your email. Was there anything else I can be helping you with today? Nope, I was just questioning about getting a physical copy along with digital for my medical cards. Then if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you so much. No problem. All right. Okay, bye. Bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, hi. Um, I work through Doherty Staffing, um, and they said that I would be getting my benefits sometime here soon. I got one card that shows, um, my vision. Um, but I don't know if that has also my medical and my dental on it. I tried reaching out to Doherty and they have yet to reach back to me.

Speaker speaker\_0: What, what's the last three on your Social?

Speaker speaker\_1: Uh, 3781.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Catherine, K-A-T-H-E-R-I-N-E. Last name Yanta, Y-A-N-T-A.

Speaker speaker\_0: All right, and for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, 225 6th Street Northwest in Mahwah, Minnesota, 56353 and 11/18/1988.

Speaker speaker\_0: Thank you. Let's see, we got your phone number, 763-486-9796.

Speaker speaker\_1: Is that correct?

Speaker speaker\_0: And the email is k8\_9651@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. So for your medical card, you had to call and request a physical copy be sent. Otherwise, it's only sent via email. Did you want me to send you... Did you want me to request a physical copy be sent?

Speaker speaker\_1: Uh, yes, please. 'Cause I have no idea for my member... number and I need to get into my doctor's notes, so.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 'Cause I got my vision card, um, but I didn't know if it had like the... that included the, um, health and dental on it, so.

Speaker speaker\_0: So it doesn't look like you're enrolled into the dental, but you do... So you have the medical, the vision, life insurance, critical illness, group accident and the pre-RX.

Speaker speaker\_1: Yeah, weird 'cause I thought I did enroll in the dental through Doherty. All right, I'll have to talk to them about that one.

Speaker speaker\_0: Hey, if you want, it's not too late for you to add it. Did you want me to it for your coverage?

Speaker speaker\_1: Uh, yes. Just, uh, single 'cause it's only going to be like what, three bucks a check or just that, so yeah, that's fine.

Speaker speaker\_0: Yes. So it'll be... It'll add another three dol- \$3.38 so it'll make your new total \$34.33.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: All right. So we'll take one to two weeks for those changes to happen. Right now, you still have the regular coverage that I just told you you have. After two weeks, you will see the dental added to it.

Speaker speaker\_1: Awesome.

Speaker speaker\_0: All right. So do you need... Do you need your medical card shipped to you?

Speaker speaker\_1: Uh, yeah.

Speaker speaker\_0: Uh, do you have digital as well?

Speaker speaker\_1: Um, just the physical one. I didn't need a digital. That... Yeah, digital would be nice as well, so I can get it entered into my medical chart.

Speaker speaker\_0: All right. So do you live in a home or an apartment, that 225 6th Street Northwest?

Speaker speaker\_1: It's a house.

Speaker speaker\_0: All right. And you said, so it's 225 6th Street Northwest, Mahwah, Minnesota, 56353?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. All right. So the physical cards will take one to two weeks to get to you. Do you mind if, if I put you on a brief hold while I get those, uh, digital cards for you?

Speaker speaker\_1: Certainly.

Speaker speaker\_0: Thank you. Are you there, Ms. Yanta?

Speaker speaker\_1: Yep.

Speaker speaker\_0: I, I just sent those ID. I just sent your medical card to your email. Was there anything else I can be helping you with today?

Speaker speaker\_1: Nope, I was just questioning about getting a physical copy along with digital for my medical cards.

Speaker speaker\_0: Then if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: No problem.

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

Speaker speaker\_0: Bye.