

Transcript: Pamela

Blanc-4682214325796864-4623735863033856

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. Yes, this is Leslie. I called you, um, on Friday- Mm-hmm. ... um, about my husband, um, wanting to find out about his insurance, but you said he needed to be, uh, present, um, or, or talk to him so I could get permission to speak for him on his behalf. Um. Okay. And I just wanted to let you know that we've been trying to look, um, we're just trying to get into, uh, where we can find out, uh, for his benefits, um, so he can go see a dentist. Okay. And what's the name of the staffing agency that he works for? He works for Superior- Skill. ... Skill? Yeah. Superior Skill. And the last four digits of his Social? Yes, his Social is 644- Yes. ... 078 9509. No, I need the last four. Oh, I'm sorry. 9509. 9509. And his first and last name? Artiaga. As mentioned? Yes. Okay. I need Mr. Artiaga to verify his mailing address and date of birth for me. Can you put him on the phone? Yes, I will. Yeah. Yeah, it's, uh, 305 King Street, Dallas, Texas, 77465. Hmm, what else? Uh... Oh, it's, uh, my birthday is, uh, uh, 09/21/73. Okay. Thank you, Mr. Artiaga. Uh- Yes. ... we have a telephone number on file, 361-655-0067. Yes. And your email is chatoartiaga73@yahoo.com. Yes, yes. Mm-hmm. Okay. So you need to go to the dental. Um, let me... Have you received the ID card? No. Okay. So what I could do, I could check if they are available to me and I could send you copies and the information where you could call and find a dentist near you. Okay. Right. Let me put you on hold while, um, I process the information. Okay? Yes, okay. Mr. Artiaga?... yes. Okay. Right now, the only ID card that I have available is your medical card. I will have to contact, um, the carrier so I could send you the de- the dental. Now, your d- dental benefits are active. Um, if you would like, and if you, um, I'm going to send you the email with the medical one. Find the information for your physical. I mean, I'm sorry, for your, uh, the information where to call to find the providers for dental, uh, closer to you. And you can have them give us a call, the same number that you said your spouse called us. And we could let them know that your benefits are active and where to submit the claim while we wait for the ID card. Okay. All right. Um, Miss Pamela, I don't want to interrupt, but I usually, I'm listening to what you're telling him, and I usually make all that, do that for him. Okay. Since he's working and stuff, uh, I'll- I'll look for the provider, and I'll make him an appointment, um, if it's okay with you? Okay. Yes, yes. Just let the... Um, like I say, you give us a call. I'm going to place, um, make note that he, um, gave permission to- for you to speak on his behalf. And, um, when you call with the provider, you could provide the information to the provider, and they could call us directly- Okay. ... after you set the appointment. Okay. And today, the only ID card I'm going to be able to send is the medical. But on the email, you will find all the rest of the information you're going to need to get, uh, to find the providers in your area. Okay. That'll be great. Now I'll look that up for him. Go ahead. Would it be for, uh, on hi- on the, on his email, would it be provided for the dental also? Not just the, not just the health? Yes. Yes. Okay. Um, there you're going to find the- the website

for the vision and telephone number, and as well for the dental and medical. Now, um, I'm going to get... I'm going to reach out to our back office, so they could help me to get the ID cards. As soon as I get an answer from them, I'll give you guys a call and email the- the- the rest of the ID card. Okay. Okay. Well... If you wanted, if you need, if you need to go back, you could ask for me. I'm here from 11:00 to 8:00 Eastern Time. And if for some reason I'm busy with another member, just, um, whoever answers, tell them that if- you need me to call back, if that helps you guys. Okay. Okay. Well, um, I do want to ask you something. They, we did get on his, um, on the website, uh, I'm in his email, and, um, there was a sign-in, a benefit card sign-in. And, um, I did make him an account, but, uh, when I was going in to sign in, um, it said, "Account disabled. Please contact," your- your number. Um. Okay. Yeah. So I will, I'll reach out to the IT- IT department and have them look up into their accounts, so they could reset your information, and you guys could re-register. Okay. That sounds perfect. That's what I need to do. Mm-hmm. No problem. I don't, uh, know if you want to note down, uh, my name. It's uh, Leslie. Yes. Leslie. Okay. Same last name? No, my last... Uh, I still go by Sanchez. I couldn't hear you, ma'am. You kind of break down, break out. Oh, I still go by Sanchez. Leslie Sanchez. Okay, Sanchez. No problem. Okay. All right. Well... Is there anything else I could do for you? Oh, um, when you look up for the email, check your spam and junk mail, it might go there. And it's coming in from info@benefitsInacard. Okay. I'll look that up when I get on the... Okay. And just so we can, uh... Are you going to transfer me to the other department, so we could try to just see, uh, it says account disabled? No, I have to send them an email with- with, um, Mr. Ortega information, and they will take care of it. Oh. And then as soon as I get back from them... I'm- I'm sorry. As soon as I hear back from them, I'll reach out to you guys. Okay. So, the number we have on file, um, is Mr. Ortega or is it yours, Leslie? The 369365- It's this person. But, uh, if you could, he's right here, uh, you can speak to him. I would rather you call me because I know that- Yeah. That- I use ma... So you want to put me on? I'm sorry. So the phone number you're calling from, it's, that's your number? 979-318-1359? Yes, ma'am. That's my number. Okay. All right. I'll reach out to you since I know he's going to be working, and update you with everything. Yeah. Okay. Okay, Pamela, I appreciate that. Thank you, Pamela. Okay. Thank you, guys, and have a great rest of the day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. Yes, this is Leslie. I called you, um, on Friday-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... um, about my husband, um, wanting to find out about his insurance, but you said he needed to be, uh, present, um, or, or talk to him so I could get permission to speak for him on his behalf. Um.

Speaker speaker_0: Okay.

Speaker speaker_1: And I just wanted to let you know that we've been trying to look, um, we're just trying to get into, uh, where we can find out, uh, for his benefits, um, so he can go see a dentist.

Speaker speaker_0: Okay. And what's the name of the staffing agency that he works for?

Speaker speaker_1: He works for Superior-

Speaker speaker_2: Skill.

Speaker speaker_1: ... Skill?

Speaker speaker_2: Yeah. Superior Skill.

Speaker speaker_0: And the last four digits of his Social?

Speaker speaker_1: Yes, his Social is 644-

Speaker speaker_2: Yes.

Speaker speaker_1: ... 078 9509.

Speaker speaker_0: No, I need the last four.

Speaker speaker_1: Oh, I'm sorry. 9509.

Speaker speaker_0: 9509. And his first and last name?

Speaker speaker_1: Artiaga.

Speaker speaker_0: As mentioned?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I need Mr. Artiaga to verify his mailing address and date of birth for me. Can you put him on the phone?

Speaker speaker_1: Yes, I will.

Speaker speaker_2: Yeah. Yeah, it's, uh, 305 King Street, Dallas, Texas, 77465. Hmm, what else?

Speaker speaker_0: Uh...

Speaker speaker_2: Oh, it's, uh, my birthday is, uh, uh, 09/21/73.

Speaker speaker_0: Okay. Thank you, Mr. Artiaga. Uh-

Speaker speaker_2: Yes.

Speaker speaker_0: ... we have a telephone number on file, 361-655-0067.

Speaker speaker_2: Yes.

Speaker speaker_0: And your email is chatoartiaga73@yahoo.com.

Speaker speaker_2: Yes, yes. Mm-hmm.

Speaker speaker_0: Okay. So you need to go to the dental. Um, let me... Have you received the ID card?

Speaker speaker_2: No.

Speaker speaker_0: Okay. So what I could do, I could check if they are available to me and I could send you copies and the information where you could call and find a dentist near you.

Speaker speaker_2: Okay.

Speaker speaker_0: Right. Let me put you on hold while, um, I process the information. Okay?

Speaker speaker_2: Yes, okay.

Speaker speaker_0: Mr. Artiaga?

Speaker speaker_3: ... yes.

Speaker speaker_0: Okay. Right now, the only ID card that I have available is your medical card. I will have to contact, um, the carrier so I could send you the de- the dental. Now, your dental benefits are active. Um, if you would like, and if you, um, I'm going to send you the email with the medical one. Find the information for your physical. I mean, I'm sorry, for your, uh, the information where to call to find the providers for dental, uh, closer to you. And you can have them give us a call, the same number that you said your spouse called us. And we could let them know that your benefits are active and where to submit the claim while we wait for the ID card.

Speaker speaker_3: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Um, Miss Pamela, I don't want to interrupt, but I usually, I'm listening to what you're telling him, and I usually make all that, do that for him.

Speaker speaker_0: Okay.

Speaker speaker_1: Since he's working and stuff, uh, I'll- I'll look for the provider, and I'll make him an appointment, um, if it's okay with you?

Speaker speaker_0: Okay. Yes, yes. Just let the... Um, like I say, you give us a call. I'm going to place, um, make note that he, um, gave permission to- for you to speak on his behalf. And, um, when you call with the provider, you could provide the information to the provider, and they could call us directly-

Speaker speaker_1: Okay.

Speaker speaker_0: ... after you set the appointment.

Speaker speaker_1: Okay.

Speaker speaker_0: And today, the only ID card I'm going to be able to send is the medical. But on the email, you will find all the rest of the information you're going to need to get, uh, to find the providers in your area.

Speaker speaker_1: Okay. That'll be great. Now I'll look that up for him.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Would it be for, uh, on hi- on the, on his email, would it be provided for the dental also? Not just the, not just the health?

Speaker speaker_0: Yes. Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, there you're going to find the- the website for the vision and telephone number, and as well for the dental and medical. Now, um, I'm going to get... I'm going to reach out to our back office, so they could help me to get the ID cards. As soon as I get an answer from them, I'll give you guys a call and email the- the- the rest of the ID card.

Speaker speaker_1: Okay. Okay. Well...

Speaker speaker_0: If you wanted, if you need, if you need to go back, you could ask for me. I'm here from 11:00 to 8:00 Eastern Time. And if for some reason I'm busy with another member, just, um, whoever answers, tell them that if- you need me to call back, if that helps you guys.

Speaker speaker_1: Okay. Okay. Well, um, I do want to ask you something. They, we did get on his, um, on the website, uh, I'm in his email, and, um, there was a sign-in, a benefit card sign-in. And, um, I did make him an account, but, uh, when I was going in to sign in, um, it said, "Account disabled. Please contact," your- your number. Um.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: So I will, I'll reach out to the IT- IT department and have them look up into their accounts, so they could reset your information, and you guys could re-register.

Speaker speaker_1: Okay. That sounds perfect. That's what I need to do.

Speaker speaker_0: Mm-hmm. No problem.

Speaker speaker_1: I don't, uh, know if you want to note down, uh, my name. It's uh, Leslie.

Speaker speaker_0: Yes. Leslie.

Speaker speaker_1: Okay.

Speaker speaker_0: Same last name?

Speaker speaker_1: No, my last... Uh, I still go by Sanchez.

Speaker speaker_0: I couldn't hear you, ma'am. You kind of break down, break out.

Speaker speaker_1: Oh, I still go by Sanchez. Leslie Sanchez.

Speaker speaker_0: Okay, Sanchez. No problem.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Well...

Speaker speaker_0: Is there anything else I could do for you? Oh, um, when you look up for the email, check your spam and junk mail, it might go there. And it's coming in from info@benefitsInacard.

Speaker speaker_1: Okay. I'll look that up when I get on the... Okay. And just so we can, uh... Are you going to transfer me to the other department, so we could try to just see, uh, it says account disabled?

Speaker speaker_0: No, I have to send them an email with- with, um, Mr. Ortega information, and they will take care of it.

Speaker speaker_1: Oh.

Speaker speaker_0: And then as soon as I get back from them... I'm- I'm sorry. As soon as I hear back from them, I'll reach out to you guys. Okay. So, the number we have on file, um, is Mr. Ortega or is it yours, Leslie? The 369365-

Speaker speaker_1: It's this person. But, uh, if you could, he's right here, uh, you can speak to him. I would rather you call me because I know that-

Speaker speaker_0: Yeah. That-

Speaker speaker_1: I use ma... So you want to put me on?

Speaker speaker_0: I'm sorry. So the phone number you're calling from, it's, that's your number? 979-318-1359?

Speaker speaker_1: Yes, ma'am. That's my number.

Speaker speaker_0: Okay. All right. I'll reach out to you since I know he's going to be working, and update you with everything.

Speaker speaker_3: Yeah. Okay.

Speaker speaker_1: Okay, Pamela, I appreciate that.

Speaker speaker_3: Thank you, Pamela.

Speaker speaker_0: Okay. Thank you, guys, and have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.