

Transcript: Pearl

Rojas-5082861991018496-5954434000142336

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card and . How may I help you? Um, I just need to, um, get my insurance number card. Okay. No worries. What state of agency do you work for? Um, I'm s- sorry, what was that? The name of the staffing agency you work for. Um, the site staffing on... Um... The site, the site, the site staffing you said? Yeah, it's on national. Okay. And what is the last four digits of your social? Uh, 5921. All righty. And what's your name? Uh, Terrance Cole. T-E-R-R-A-N-C-E, and then last name is... Or do you need, like, the full name? Yeah. Just, um, well, just your first and last name is fine. Oh, yeah, yeah, okay. So Terrance, and then last name is C-O-L-E. And if you can verify your address and date of birth. Uh, my address is 2119 East . And my date of birth is 10/11/05. Okay. What's the city and state? Uh, Wisconsin, and the s- the city is Milwaukee. I'm sorry, you said New Orlean? No, Milwaukee. Oh, Milwaukee. Sorry. Yeah. It c- I, I, I believe... I don't know if I put Milwaukee or Saint Francis there, but it could be one of those two. Okay. I have Saint Francis here. Okay. So I have your phone number at 414-588-0410. Yes, ma'am. And I have your email address as terrcole23@gmail.com. Yes, ma'am. All righty. Okay. So your coverage looked like it just became active yesterday. I can definitely take a look to see if your card, your virtual copies are ready. Um, did you want... Uh, did you need all three, or just that medical? I just need the number, the insurance number. Okay. Let me take a look and see if the policy information is ready, um, bear with me one moment. Thank you so much. Okay. So your information has not populated yet, your policy information. Um, you could give the doctor's office our phone number. We can verify coverage for you. Um, usually virtual information is ready around Wednesday, Thursday. Um, so you can either give us, give them our number or you can give us a call Wednesday, Thursday to see if the information's, uh, populated I- yet. But at the moment, it hasn't since y- coverage just became active yesterday. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card and . How may I help you?

Speaker speaker_1: Um, I just need to, um, get my insurance number card.

Speaker speaker_0: Okay. No worries. What state of agency do you work for?

Speaker speaker_1: Um, I'm s- sorry, what was that?

Speaker speaker_0: The name of the staffing agency you work for.

Speaker speaker_1: Um, the site staffing on... Um...

Speaker speaker_0: The site, the site, the site staffing you said?

Speaker speaker_1: Yeah, it's on national.

Speaker speaker_0: Okay. And what is the last four digits of your social?

Speaker speaker_1: Uh, 5921.

Speaker speaker_0: All righty. And what's your name?

Speaker speaker_1: Uh, Terrance Cole. T-E-R-R-A-N-C-E, and then last name is... Or do you need, like, the full name?

Speaker speaker_0: Yeah. Just, um, well, just your first and last name is fine.

Speaker speaker_1: Oh, yeah, yeah, okay. So Terrance, and then last name is C-O-L-E.

Speaker speaker_0: And if you can verify your address and date of birth.

Speaker speaker_1: Uh, my address is 2119 East . And my date of birth is 10/11/05.

Speaker speaker_0: Okay. What's the city and state?

Speaker speaker_1: Uh, Wisconsin, and the s- the city is Milwaukee.

Speaker speaker_0: I'm sorry, you said New Orlean?

Speaker speaker_1: No, Milwaukee.

Speaker speaker_0: Oh, Milwaukee. Sorry.

Speaker speaker_1: Yeah. It c- I, I, I believe... I don't know if I put Milwaukee or Saint Francis there, but it could be one of those two.

Speaker speaker_0: Okay. I have Saint Francis here.

Speaker speaker_1: Okay.

Speaker speaker_0: So I have your phone number at 414-588-0410.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as terrcole23@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Okay. So your coverage looked like it just became active yesterday. I can definitely take a look to see if your card, your virtual copies are ready. Um, did you want... Uh, did you need all three, or just that medical?

Speaker speaker_1: I just need the number, the insurance number.

Speaker speaker_0: Okay. Let me take a look and see if the policy information is ready, um, bear with me one moment.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Okay. So your information has not populated yet, your policy information. Um, you could give the doctor's office our phone number. We can verify coverage for you. Um, usually virtual information is ready around Wednesday, Thursday. Um, so you can either give us, give them our number or you can give us a call Wednesday, Thursday to see if the information's, uh, populated I- yet. But at the moment, it hasn't since y- coverage just became active yesterday.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.