

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudon. Who is this I'm speaking with? Hi. Um, my name is Lindsay Hopkins. And how can I assist you? Um, I just wanted to check in on my enrollment. I enrolled last year, um, with Creative Circle, and I just wanted to check in and see if I needed to re-enroll this year. Um, I also need a replacement, um, card sent to me if possible and change my address. Okay, and you said you're with Creative Circle? Yes. And what are the last four digits of your Social? Um, 3946. Date of birth, date of birth... All righty. And if you can confirm your address and date of birth. Yeah. So the address that you should have is 1911 Lightsey Road, but I've moved since then so I need to change that, and then you said my date of birth? Yes. 062097. All righty. So I do have a different address on file. Um, I have moved a couple of times. Okay. If you can verify your full Social, I can change that address for you. Yeah. It's 375-21-3946. All right. And what's your current address? My new address is 1824 South IH Frontage Road, Apartment 152, and that's Austin, Texas 78704. Okay. Can I have your phone number as 231-408-1529? That's correct. Can I have your email address as lynnhopkins1@gmail.com? That's correct. All righty. So currently I have you enrolled and active in dental, term life, vision, and MEC Telrix which is your preventative health. Mm-hmm. Um, did you want to make any change to that or are you just wanting to know about the, the new year, how it works for the new year? Um, yeah. I just wanted to know if there's anything that I need to do to renew or, like, re-enroll for this year. No, ma'am. As long as you don't want to make any changes and you still work with the same agency, it just rolls over. Okay, great. Um, I haven't really used my insurance at all so I don't have my insurance card. Do y- could you send me a replacement to my new address? I could send you, like, I can send you virtual copies if that makes it easier, or hard copies, whatever you prefer. Actually, virtual copies would be great, if you could email those over to me. Okay. And you want a copy of all three? Yes, please. All right. I'll go ahead and get those sent to you. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your Spam or Junk folder. Okay, great. And then I wanted to make sure, is there like an online portal or somewhere that I can log into to, like, review my coverage or anything like that? Of course. So you'd, um... Let me know when you're ready for that. Uh, yeah. Go ahead. Okay. So you would go to www.mybiac.com/creative-circle. Mm-hmm. Okay, cool. And then... And then from there you'll hit where it says Enroll/Decline Coverage and Register on that screen. Okay. Awesome. Um, and then another thing can you check for me is I believe that I had an HSA card that was sent to me, and I don't have that either. Do you know if you can get me a replacement for that as well or... I'm, I'm not even sure. I'm sorry. Yeah. I'm not sure about that either. We just take care of the healthcare. Okay. Got it. So I'll just have to log into the portal and see if I can figure that out myself then. Yep. No worries. Okay. Is there anything else I can assist you with? Um,

nope. I think I'm all set. As long as you can send me over those, um, ID cards, then I guess I'm all set. Yep. Uh, I will... They'll be there in just a moment. I have to download and, download them and send them to you, but they'll be just there in just a few moments. Okay? Okay. Perfect. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudon. Who is this I'm speaking with?

Speaker speaker_1: Hi. Um, my name is Lindsay Hopkins.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I just wanted to check in on my enrollment. I enrolled last year, um, with Creative Circle, and I just wanted to check in and see if I needed to re-enroll this year. Um, I also need a replacement, um, card sent to me if possible and change my address.

Speaker speaker_0: Okay, and you said you're with Creative Circle?

Speaker speaker_1: Yes.

Speaker speaker_0: And what are the last four digits of your Social?

Speaker speaker_1: Um, 3946. Date of birth, date of birth...

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: Yeah. So the address that you should have is 1911 Lightsey Road, but I've moved since then so I need to change that, and then you said my date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: 062097.

Speaker speaker_0: All righty. So I do have a different address on file.

Speaker speaker_1: Um, I have moved a couple of times.

Speaker speaker_0: Okay. If you can verify your full Social, I can change that address for you.

Speaker speaker_1: Yeah. It's 375-21-3946.

Speaker speaker_0: All right. And what's your current address?

Speaker speaker_1: My new address is 1824 South IH Frontage Road, Apartment 152, and that's Austin, Texas 78704.

Speaker speaker_0: Okay. Can I have your phone number as 231-408-1529?

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have your email address as lynnhopkins1@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All righty. So currently I have you enrolled and active in dental, term life, vision, and MEC Telrix which is your preventative health.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, did you want to make any change to that or are you just wanting to know about the, the new year, how it works for the new year?

Speaker speaker_1: Um, yeah. I just wanted to know if there's anything that I need to do to renew or, like, re-enroll for this year.

Speaker speaker_0: No, ma'am. As long as you don't want to make any changes and you still work with the same agency, it just rolls over.

Speaker speaker_1: Okay, great. Um, I haven't really used my insurance at all so I don't have my insurance card. Do y- could you send me a replacement to my new address?

Speaker speaker_0: I could send you, like, I can send you virtual copies if that makes it easier, or hard copies, whatever you prefer.

Speaker speaker_1: Actually, virtual copies would be great, if you could email those over to me.

Speaker speaker_0: Okay. And you want a copy of all three?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. I'll go ahead and get those sent to you. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your Spam or Junk folder.

Speaker speaker_1: Okay, great. And then I wanted to make sure, is there like an online portal or somewhere that I can log into to, like, review my coverage or anything like that?

Speaker speaker_0: Of course. So you'd, um... Let me know when you're ready for that.

Speaker speaker_1: Uh, yeah. Go ahead.

Speaker speaker_0: Okay. So you would go to www.mybiac.com/creative circle.

Speaker speaker_1: Mm-hmm. Okay, cool. And then...

Speaker speaker_0: And then from there you'll hit where it says Enroll/Decline Coverage and Register on that screen.

Speaker speaker_1: Okay. Awesome. Um, and then another thing can you check for me is I believe that I had an HSA card that was sent to me, and I don't have that either. Do you know if you can get me a replacement for that as well or... I'm, I'm not even sure. I'm sorry.

Speaker speaker_0: Yeah. I'm not sure about that either. We just take care of the healthcare.

Speaker speaker_1: Okay. Got it. So I'll just have to log into the portal and see if I can figure that out myself then.

Speaker speaker_0: Yep. No worries.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with?

Speaker speaker_1: Um, nope. I think I'm all set. As long as you can send me over those, um, ID cards, then I guess I'm all set.

Speaker speaker_0: Yep. Uh, I will... They'll be there in just a moment. I have to download and, download them and send them to you, but they'll be just there in just a few moments. Okay?

Speaker speaker_1: Okay. Perfect. Thank you so much for your help.

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

Speaker speaker_1: You too.