

## Transcript: Sara

**Marulanda-5726697919561728-5523792658644992**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 00001. My name is Sarah. May I have your name, please? Yes, ma'am. My name is William Cox, C-O-X. Uh, Mr. Cox, good morning. How may I help you, sir? Oh, just calling about my, uh, insurance card. Okay, sure. I can help you with that. May I have the name of the temporary agency that you are working with and the last four digits of your Social Security number? Yes, ma'am. Focus Workforce and 1037. I'm sorry, 1037? Yes, ma'am. Thank you very much. Okay, you said William Cox? Yes, ma'am. Are you a new hire, sir? Do what? Are you a new hire? Uh, I've been there for... since at least April. Okay, so 1037 is the last four of your Social? Yes, ma'am. Should be. Um, because I can't find you on the system. Focus Workforce Management, 1037, William Cox. That correct? Yes, ma'am. How do you enroll on healthcare.com? Oh, no. Oh, no. I, I, I, I'm still at 1537. My bad, ma'am. Been a long night. Oh, okay. My bad. Okay. I was just trying to figure out. No, yes, ma'am. No worries. It's okay. Don't worry about it. Thank you very much. And Mr. Cox, just for security purposes, can you please verify your address and date of birth? Yes, ma'am. 830 Miles Road at 82599. Okay. Is there any apartment number? No, ma'am. It's just 830 Miles Road. Okay. And is your email willcox0825@yahoo.com? Yes, ma'am. And is your phone number 731-223-9421? Yes, ma'am. Okay, and you need your ID cards. Is that correct? Uh, I just have a few questions about it. Sure. Uh, they never came in the mail, and I'm trying to schedule a dentist appointment, and I need a couple things about it. Yes, sir. Sure. Okay, the... None of the ID cards was, were sent to your mailing address? Uh, n- the, the vision one came in about three weeks ago. The only one I'm, been waiting on is the dental card, which just never came in. But have you already received your medical? Do what? Your medical, like, uh, the hospital in the made ID card? Have you already received that? Um, I've- You should have three. ... believe I have... I believe I have two. The vision, uh, and I believe, like, a regular medical, and the one I don't have is vision. Not vision, dental. Dental. Let me grab my wallet real quick just to make sure. Yeah, sure. You must have dental and vision. I don't believe I have the dental card. It's okay. Take your time. I have the vision card, and... Vision card. No, ma'am, I just have two vision cards. Okay. So, um, let me... I, this is what I'm gonna do. I'm gonna send you the medical and the dental to your email, and I'm gonna- All right. ... make sure for them to be sent to your mailing address. While you wait- All right, thank you. While you wait for the hard copies to arrive, uh, at your mailing address, you can use the other ones. They are the exact copy of the original. Um, Mr. Cox, may I put you on hold just for a minute while I do that, while I- Yes, ma'am. ... check the email? I would love to verify with you if you have received them or no- or not before we disconnect the call. Okay? Yes, ma'am. All righty, sir. I'll be right back with you. Please don't disconnect. All right. Thank you. No problem. Just a minute, please. Hello, Mr. Cox? Yes, ma'am. While we're waiting, sir, can you check your email while we are

on the phone? Do what? Can you check your email while we are on the phone? Yes, ma'am. Where's my mic? You are looking for an email from info@benefitsinacard? Yes, ma'am. Uh, I have it. Oh, okay, perfect. So, um, I just sent a request for the ID card to be s- for both ID cards to be sent to your mailing address. And you may receive them in two to three weeks, but as I say, you can use the ones that I just sent you. Yes, ma'am. Uh, real quick, uh, it says- Sure. ... family on there. It should be just me on there, though. Okay, let me check that for you. Yes, sir, you're correct. Let me see. Cox, William. 37. Well, in that case, I will have to contact the main office for them to change the coverage, because you are correct if they're showing family on both of them. Uh- Okay. ... but your coverage is employee only. Huh. Since May 20, your coverage is employee only. Yes, ma'am. So I will have to contact them, uh- Uh- Yes. Just one second. But I, I still do have dental insurance, yes? Yes, you ha- uh, this is what you got. You got group- Okay, okay. ... accident, dental, term life, vision, and VIP standard- Okay. ... which is the medical. You have the same- All right, um... On here- Yes, sir? ... it, it will tell me the group number, the policy number, and the name of the insurance, yes? Uh, uh, the, the ones that you have there, yes, it says a policy- All right. ... a medical ID and all that, but I'm not sure if that's the correct one since, uh, you're not under the family coverage anymore. You are for employee only. Uh- So, uh, when you're planning to see the doctor? Uh, as soon as possible, preferably. I'm missing half my tooth. Okay. So in that case, um... mm, mm, mm. In that case, uh, let me call them right now. All right. And once we disconnect the call, I'm gonna get in contact with them, and then I will be giving you a call back. 731-223-9421 is going to be a good number to contact you back? Yes, ma'am. All righty, sir. Yes, I'm so sorry about that. I haven't noticed that. I mean, there's thousands of ID cards, uh, at coverage here, so, um, we only notice th- that kind of things when you guys call us and we pull out your account. So- Yes. Oh, no, you're fine. Okay, yes, so just, uh, give me a chance while I send that to the main office and, uh, to see what they're going to tell me if you can use that, uh, group number or what. All right, thank you. You're more than welcome, sir. Um, other than that, is there anything else that I can help you with? No, ma'am, there isn't. All righty, sir. So thank you for calling Benefits in a Card. Wish you two have a wonderful day, and I will be in contact with you as soon as I can. Thank you. You as well. Okay, sir. You're welcome. Mm, bye-bye. Goodbye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 00001. My name is Sarah. May I have your name, please? Yes, ma'am. My name is William Cox, C-O-X. Uh, Mr. Cox, good morning. How may I help you, sir? Oh, just calling about my, uh, insurance card. Okay, sure. I can help you with that. May I have the name of the temporary agency that you are working with and the last four digits of your Social Security number? Yes, ma'am. Focus Workforce and 1037. I'm sorry, 1037? Yes, ma'am. Thank you very much. Okay, you said William Cox? Yes, ma'am. Are you a new hire, sir? Do what? Are you a new hire? Uh, I've been there for... since at least April. Okay, so 1037 is the last four of your Social? Yes, ma'am. Should be. Um, because I can't find you on the system. Focus Workforce Management, 1037, William Cox. That correct? Yes, ma'am. How do you enroll on healthcare.com? Oh, no. Oh, no. I, I, I, I'm still at 1537. My bad, ma'am. Been

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