

Transcript: Sara

Marulanda-5799613519282176-4619228596846592

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Axel Rios. Okay, sir. How may I help you? Yes, ma'am. I'm calling to see if, uh, it says, uh, enrollment starts for today, starting today. And, uh, I, I applied two weeks ago, but I don't know if I'm actually, uh, already enrolled or, or if I got accepted. So I'm calling to see if I'm, um, actually activated already or what I gotta do. Let me check that for you. First, I'm gonna need the name of the temporary agency that you are working with and the last four of your Social. Mm-hmm. What temporary agency are you working with? SSP. Sapir... Sapir Skill Trade. Okay. And, uh, the last four of your Social? 8642. And your name, Axel Rios. Yes. Mr. Rios, and just for security purposes can you please verify your address and date of birth? 2316 Pear Street, Mission, Texas 78574. My date of birth is 12/2/2000. Okay, you said 7574. We're missing one number for that ZIP code. No, no. 78574. 78574, okay, thank you. And is your email alexrivers1@gmail.com? Yes, axelrivers1@gmail.com. I need your phone number, 956-599-0064? That is correct. Thank you very much. Okay. You are enrolled on Virtual Primary Care, Group Accident and VIP Pro which is, uh, medical and that coverage is for employee only. Yes. Your coverage became active on May 5th and have you received your ID card? Yes. No, no, I haven't. I have not received that. Should... Am I gonna get, am I gonna receive that card, uh, through mail? Um, if you want, I can send you a virtual copy right now and then, uh, while you wait for the hard copy to arrive on the mail. Okay. Because it takes some days sometimes to deliver. Tha- that'll be... That, that'll be... Tha- that'll be great. I'll, I'll appreciate that. Okay. So let me put you on hold just for a minute- He's still on the phone. Yeah, I would like to talk to someone. ... uh, while I download your ID card. Huh? Does that work for you? Excuse me? Okay, I'm gonna need to put you on hold for a minute while- Okay. ... I download your ID card. Yes. Is that okay with you, sir? That's perfect. Yes, ma'am, no worries. Okay, so give me just a minute. I'll be right back with you, sir. All right. Thank you. Hello. Mr. Rios? Hello? Yes, sir. I already sent you the ID card. Can you check your email while we are on the phone, sir? Yes. Let me check real quick. Sure, thank you. Okay, I did receive it. Okay, perfect. Now, we're missing a beneficiary like for your Group Accident. Uh, who would you like to receive the benefit in case, uh, something ha- something happened to you? Uh... C- can, can you... Can I, can I, can I call back for, uh, like around 3:00, ma'am? Because I'm at, I'm at work so I wouldn't... Okay. I wouldn't... The only thing we need is the name and last name and the relationship- Okay. ... with you. It could be any person you want to. Okay. Maria Cerda. Maria... Cerda- Yes, ma'am. What? ... is the last name? Cerda. C-E-R-D-A? Yes, that's correct. Um, what is the relationship with you, sir? Uh, wife. Okay, sir. I already add her. Um, is there anything else that I can help you with? Yes, ma'am. Uh, does it say there wha- what, what is it that I actually got a, uh, insurance for? Did I get the... I, I got the... What is it? Uh, Medicaid Pro? Something like that? Uh, okay. What I can send you

is, like, a benefit guide with the summary of the, um, the explanation of the benefits. You're enrolled on Virtual Primary Care, Group Accident and VIP Pro. Okay. So you just need to look for those, for those plans on that benefit guide and it will tell you what the coverage is. Okay. Sounds good, ma'am. I appreciate it very much. You're more than welcome. Anything else that I can help you with, sir? That'll be it, ma'am. Thank you so much. Thank you for calling Benefits in a Card. Have a wonderful day, Mr. Axel. Yes. Thank you, ma'am. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Axel Rios. Okay, sir. How may I help you? Yes, ma'am. I'm calling to see if, uh, it says, uh, enrollment starts for today, starting today. And, uh, I, I applied two weeks ago, but I don't know if I'm actually, uh, already enrolled or, or if I got accepted. So I'm calling to see if I'm, um, actually activated already or what I gotta do. Let me check that for you. First, I'm gonna need the name of the temporary agency that you are working with and the last four of your Social. Mm-hmm. What temporary agency are you working with? SSP. Sapir... Sapir Skill Trade. Okay. And, uh, the last four of your Social? 8642. And your name, Axel Rios. Yes. Mr. Rios, and just for security purposes can you please verify your address and date of birth? 2316 Pear Street, Mission, Texas 78574. My date of birth is 12/2/2000. Okay, you said 7574. We're missing one number for that ZIP code. No, no. 78574. 78574, okay, thank you. And is your email alexrivers1@gmail.com? Yes, axelrivers1@gmail.com. I need your phone number, 956-599-0064? That is correct. Thank you very much. Okay. You are enrolled on Virtual Primary Care, Group Accident and VIP Pro which is, uh, medical and that coverage is for employee only. Yes. Your coverage became active on May 5th and have you received your ID card? Yes. No, no, I haven't. I have not received that. Should... Am I gonna get, am I gonna receive that card, uh, through mail? Um, if you want, I can send you a virtual copy right now and then, uh, while you wait for the hard copy to arrive on the mail. Okay. Because it takes some days sometimes to deliver. Tha- that'll be... That, that'll be... Tha- that'll be great. I'll, I'll appreciate that. Okay. So let me put you on hold just for a minute- He's still on the phone. Yeah, I would like to talk to someone. ... uh, while I download your ID card. Huh? Does that work for you? Excuse me? Okay, I'm gonna need to put you on hold for a minute while- Okay. ... I download your ID card. Yes. Is that okay with you, sir? That's perfect. Yes, ma'am, no worries. Okay, so give me just a minute. I'll be right back with you, sir. All right. Thank you. Hello. Mr. Rios? Hello? Yes, sir. I already sent you the ID card. Can you check your email while we are on the phone, sir? Yes. Let me check real quick. Sure, thank you. Okay, I did receive it. Okay, perfect. Now, we're missing a beneficiary like for your Group Accident. Uh, who would you like to receive the benefit in case, uh, something ha- something happened to you? Uh... C- can, can you... Can I, can I, can I call back for, uh, like around 3:00, ma'am? Because I'm at, I'm at work so I wouldn't... Okay. I wouldn't... The only thing we need is the name and last name and the relationship- Okay. ... with you. It could be any person you want to. Okay. Maria Cerda. Maria... Cerda- Yes, ma'am. What? ... is the last name? Cerda. C-E-R-D-A? Yes, that's correct. Um, what is the relationship with you, sir? Uh, wife. Okay, sir. I already add her. Um, is there anything else that I can help you with? Yes, ma'am. Uh, do-

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