

Transcript: Sara

Marulanda-6313967059910656-6164342529245184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ¿Me podría decir, señor Jonathan Ramírez? Who's this? Okay. This is Benefits in a Card calling on behalf of Soldier Staffing. Are you- So it's Soldier St- ... Mr. Ramirez? Yes. Yeah. Soldier Staffing. Okay. Yeah. Um, your healthcare ID card was returned to our office due to a wrong address, so I'm wondering if we can correct the address, uh, in order to resend your healthcare ID card. My health card? Yes. Yes. You are enrolled on MEC Tel Rx, which is a preventive care plan, and that was the ID card, and they send us. Oh, okay. What was the address? The one that we have here is 1260 El Rancho Sparks, Nevada 89431. Um, can you try... Give me a second. I think... I'm not sure if that's the one that you have, but, uh, we're missing, uh, at the end of El Rancho, if it is Street, Drive, Road, Avenue. Um, can you do 1345? Okay, hold on please. 1345. What else? Green Brae. Can you... Okay. Green what else? Can you spell it for me? G-R-E-E-N. Okay. B-R-A-E. Okay. Drive Sparks. Drive Sparks, Nevada. The same zip code, 89431? Yeah. Is there any apartment number? No, it's a house. All righty. So, um, I already update the information here, and I'm gonna send, uh, resend the ID card over, um, like today. It may take one to two weeks to arrive. Okay? Okay. What, what's that card, what's that card for? Okay. This is a preventive care ID card. Like, if you need to go for... Um, okay, you, that one will cover for one physical general examination, blood pressure screenings, colonoscopies, um, vaccinations, um, tests like HIV, um, diabetes, um, hepatitis, all those things. It's all preventative. Oh, really? Yes, sir. And it will cover 100% as long as you go with their, um, network. Information is on the ID card I'm gonna send you. And, um, you just need to contact the multi-plan number there on the ID card, and they will send you a list of providers, uh, providers, providers near your area. Okay. Thank you. You're more than welcome, sir. Have a wonderful day, and thank you for answer our call from Benefits in a Card. Of course. Thank you. Thank you, sir. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. ¿Me podría decir, señor Jonathan Ramírez? Who's this? Okay. This is Benefits in a Card calling on behalf of Soldier Staffing. Are you- So it's Soldier St- ... Mr. Ramirez? Yes. Yeah. Soldier Staffing. Okay. Yeah. Um, your healthcare ID card was returned to our office due to a wrong address, so I'm wondering if we can correct the address, uh, in order to resend your healthcare ID card. My health card? Yes. Yes. You are enrolled on MEC Tel Rx, which is a preventive care plan, and that was the ID card, and they send us. Oh, okay. What was the address? The one that we have here is 1260 El Rancho Sparks, Nevada 89431. Um, can you

try... Give me a second. I think... I'm not sure if that's the one that you have, but, uh, we're missing, uh, at the end of El Rancho, if it is Street, Drive, Road, Avenue. Um, can you do 1345? Okay, hold on please. 1345. What else? Green Brae. Can you... Okay. Green what else? Can you spell it for me? G-R-E-E-N. Okay. B-R-A-E. Okay. Drive Sparks. Drive Sparks, Nevada. The same zip code, 89431? Yeah. Is there any apartment number? No, it's a house. All righty. So, um, I already update the information here, and I'm gonna send, uh, resend the ID card over, um, like today. It may take one to two weeks to arrive. Okay? Okay. What, what's that card, what's that card for? Okay. This is a preventive care ID card. Like, if you need to go for... Um, okay, you, that one will cover for one physical general examination, blood pressure screenings, colonoscopies, um, vaccinations, um, tests like HIV, um, diabetes, um, hepatitis, all those things. It's all preventative. Oh, really? Yes, sir. And it will cover 100% as long as you go with their, um, network. Information is on the ID card I'm gonna send you. And, um, you just need to contact the multi-plan number there on the ID card, and they will send you a list of providers, uh, providers, providers near your area. Okay. Thank you. You're more than welcome, sir. Have a wonderful day, and thank you for answer our call from Benefits in a Card. Of course. Thank you. Thank you, sir. Bye-bye.