

Transcript: VICTORIA

Taylor-5318207220269056-6396348969828352

Full Transcript

Thank you for calling Benefit 10-30. This is Julia. How can I help you? Hey, this is Isiah Leaks. I, um, work with TRC, one of the companies under your insurance policy, I guess. Um, I need a digital card sent to my email and I would like a list of, um, the doctors that take the card as well, as well, when you get the chance. Okay. Um, I wouldn't be able to provide a list of providers and network just because we're only your administers, but I can, uh, provide instructions on how to find that. I can give you like a website or an email, or I'm sorry, a website or a phone number in the email. Um, you said you're with TRC? Yes. Okay. What's the last four of your Social? 9004. And your first and last name? Isiah Leaks. I-S-A-I-A-H. Leaks, L-E-A-K-S. Okay. Uh, do you mind verifying your address and date of birth? 1417 Sunnybrook Drive. And date of birth is 04-03-2002. Phone number 470-710, uh, 5270? Yes. Okay. And then email is going to be leaksi1, as in number one, @gmail? Mm-hmm. Okay. Give me just a few seconds. Let me look up your ID cards and put together that email and I'll be right back. Okay. All righty. Thank you so much for holding. So I just sent that email to you. Okay. I'm going to check real quick, just make sure it's everything. Mm. Okay. Info card. 0000... Huh. List of medical providers is... Okay. Now... Oh, okay. The card's at the bottom. Okay. Thank you. You're welcome. Do you need help with anything else? No, I believe that's all. So I got my medical, dental, vision, and all the cards at the bottom, right? Yep, the medical, dental, and vision ID cards are all at the bottom of the email. It should be three separate PDF files. Okay. And I just got to show this to the, um, the correct person and they'll be able to- to decipher what to do with them? Yeah, just show it to your provider's office and it has all the information they would need. Um, I would definitely, uh, verify that they're in network before going, um, because it looks like pretty much all the medical, d- dental, and the vision you ha- you have to stay in network. Okay. Well, thank you. You're welcome. You have a wonderful day. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10-30. This is Julia. How can I help you?

Speaker speaker_1: Hey, this is Isiah Leaks. I, um, work with TRC, one of the companies under your insurance policy, I guess. Um, I need a digital card sent to my email and I would like a list of, um, the doctors that take the card as well, as well, when you get the chance.

Speaker speaker_0: Okay. Um, I wouldn't be able to provide a list of providers and network just because we're only your administers, but I can, uh, provide instructions on how to find that. I can give you like a website or an email, or I'm sorry, a website or a phone number in the

email. Um, you said you're with TRC?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 9004.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Isiah Leaks. I-S-A-I-A-H. Leaks, L-E-A-K-S.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 1417 Sunnybrook Drive. And date of birth is 04-03-2002.

Speaker speaker_0: Phone number 470-710, uh, 5270?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is going to be leaksi1, as in number one, @gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Give me just a few seconds. Let me look up your ID cards and put together that email and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent that email to you.

Speaker speaker_1: Okay. I'm going to check real quick, just make sure it's everything. Mm. Okay. Info card. 0000... Huh. List of medical providers is... Okay. Now... Oh, okay. The card's at the bottom. Okay. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No, I believe that's all. So I got my medical, dental, vision, and all the cards at the bottom, right?

Speaker speaker_0: Yep, the medical, dental, and vision ID cards are all at the bottom of the email. It should be three separate PDF files.

Speaker speaker_1: Okay. And I just got to show this to the, um, the correct person and they'll be able to- to decipher what to do with them?

Speaker speaker_0: Yeah, just show it to your provider's office and it has all the information they would need. Um, I would definitely, uh, verify that they're in network before going, um, because it looks like pretty much all the medical, d- dental, and the vision you ha- you have to stay in network.

Speaker speaker_1: Okay. Well, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you. Bye-bye.