

Transcript: VICTORIA

Taylor-5689054801215488-5284669067673600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hi. I'm just calling because I would like to set up, uh, a medical appointment and also a dental appointment, but I need the necessary information. Okay. Are you looking for your ID cards? Yeah. I guess so. Okay. What's the name of the agency you work for? Crown. All right. And the last four of your social? 8618. And your first and last name? Brandon, last name Patton, P-A-T-T-I-O-N. Gotcha. Do you mind verifying your address and date of birth? Uh, sure. It's 4600 Wilmington Pike, Apartment 101. That's Kettering, Ohio, 45440. Uh, date of birth is 4-14-76. And then phone number is 419-250-9109? Correct. And then email is, um, bjp475@hotmail.com? Yes. Okay. All right. Um, let me see if I can look up digital copies, and I can email you those copies. Okay. Give me just a few seconds. I'll be right back. Okay. . All right. Thank you so much for holding. Mm-hmm. So I just sent those ID cards to your email. Perfect. Okay. Uh, and one last thing, I guess. Uh, how, how will I find out, like, if I want a dental appointment, how will I find out if there... if my insurance will cover certain locations, like in network, out of network type of deal? Um, so in the same email that I just sent to you with your ID cards- Mm-hmm. ... I put instructions on how to find, uh, providers for both medical and dental. There's either a website that you can go onto or a phone number that you can call, and they can verify. Okay. That is perfect. You are on top of your game. Thank you very much. You're welcome. You have a wonderful day. You too. Goodbye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, hi. I'm just calling because I would like to set up, uh, a medical appointment and also a dental appointment, but I need the necessary information.

Speaker speaker_1: Okay. Are you looking for your ID cards?

Speaker speaker_2: Yeah. I guess so.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Crown.

Speaker speaker_1: All right. And the last four of your social?

Speaker speaker_2: 8618.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brandon, last name Patton, P-A-T-T-I-O-N.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, sure. It's 4600 Wilmington Pike, Apartment 101. That's Kettering, Ohio, 45440. Uh, date of birth is 4-14-76.

Speaker speaker_1: And then phone number is 419-250-9109?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is, um, bjp475@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. Um, let me see if I can look up digital copies, and I can email you those copies.

Speaker speaker_2: Okay.

Speaker speaker_1: Give me just a few seconds. I'll be right back.

Speaker speaker_2: Okay. .

Speaker speaker_1: All right. Thank you so much for holding.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I just sent those ID cards to your email.

Speaker speaker_2: Perfect. Okay. Uh, and one last thing, I guess. Uh, how, how will I find out, like, if I want a dental appointment, how will I find out if there... if my insurance will cover certain locations, like in network, out of network type of deal?

Speaker speaker_1: Um, so in the same email that I just sent to you with your ID cards-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I put instructions on how to find, uh, providers for both medical and dental. There's either a website that you can go onto or a phone number that you can call, and they can verify.

Speaker speaker_2: Okay. That is perfect. You are on top of your game. Thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Goodbye.

Speaker speaker_1: Bye-bye.