Transcript: VICTORIA Taylor-6110662118391808-6397583113633792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card, this is Victoria. How can I help you? Hi, um, I, ha- I got a dental appointment and I have, um, my insurance card, but they're saying that the dental insurance isn't on that card. So I was wondering if there's like a separate, um, like a separate group number or like a separate number that I should have? Uh, do you just have your medical ID card? Yeah. Yeah, you should have a completely different ID card with all that information on it for dental. Um- Oh, I was gonna say they haven't sent me those. Okay. Let me pull up your file. What's the name of the agency you work for? Crown Staffing. And the last four of your social? 9963. Okay. And, uh, your first and last name? Melissa Alstott. All right. Do you mind verifying your address and date of birth? It's 305 Kimbro Drive, Greenwood, Indiana 46143 and my date of birth is May 21, 19... Okay. Phone number 317-413-6121? Yes. And then email is first name dot last name at yahoo.com? Yes. Okay. Give me just a few seconds, so I can try and look up that ID card and I can- Mm-hmm. ... try and mail it to you. Perfect, thank you. Yes, ma'am. I'll be right back. Uh-huh. Alrighty. Thank you so much for holding. So I just sent an email with all of your ID cards. Mm-hmm. Um, one specific to dental will say dental on it. Okay. So it, it's in the email? Yes, ma'am. Okay. Let me make sure I got it 'cause they're in here throwing a whole fit. Okay, I got it. Thank you. Yes, ma'am. Did you need help with anything else? No, I think that's all. Alrighty. Have a wonderful day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, um, I, ha- I got a dental appointment and I have, um, my insurance card, but they're saying that the dental insurance isn't on that card. So I was wondering if there's like a separate, um, like a separate group number or like a separate number that I should have?

Speaker speaker_0: Uh, do you just have your medical ID card?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, you should have a completely different ID card with all that information on it for dental. Um-

Speaker speaker_1: Oh, I was gonna say they haven't sent me those.

Speaker speaker_0: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9963.

Speaker speaker_0: Okay. And, uh, your first and last name?

Speaker speaker_1: Melissa Alstott.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's 305 Kimbro Drive, Greenwood, Indiana 46143 and my date of birth is May 21, 19...

Speaker speaker_0: Okay. Phone number 317-413-6121?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first name dot last name at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds, so I can try and look up that ID card and I can-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... try and mail it to you.

Speaker speaker_1: Perfect, thank you.

Speaker speaker_0: Yes, ma'am. I'll be right back.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Alrighty. Thank you so much for holding. So I just sent an email with all of your ID cards.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, one specific to dental will say dental on it.

Speaker speaker_1: Okay. So it, it's in the email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Let me make sure I got it 'cause they're in here throwing a whole fit. Okay, I got it. Thank you.

Speaker speaker_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker_1: No, I think that's all.

Speaker speaker_0: Alrighty. Have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.