

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Taja. I'm calling because I just got verified for my big benefit, and I'm on the, like, you know, the patient portal now. And I just want a little bit of clarity. Do you guys mail out, like, an, an ID card? You know, like, when you go to the doctor and they're like, "Oh, do you have your insurance card?" Is that something I can download from here, or is there a different way that I need to go about to get it? So we can send it to you electronically. You wouldn't be d- able to download that by yourself. Oh, okay. That's something that we would be- would have to send to you. Um- Okay. ... if you did just become active, though, it typically takes, I believe, like, 72 hours for the cards to be available. Um... Oh, so that's the wait. So if you just- Okay. So if you just became active, it won't be ready yet. I did. Okay. Um, especially if it was this week, most likely- It was. ... it won't be till, like, Thursday that it will be ready- Okay. ... electronically. But, um, if you give me your file, I can check up on it throughout the week and once it's available- Okay. ... I can go ahead and send that to you. Perfect. What will you need from me? What staffing a- Um, I just need the name of your staffing agency, the last four- Yeah. ... of your Social, and then for you to verify some security questions. Okay. Let me go outside real quick. So the staffing company is Creative Circle. Okay. And then the last four of your Social? Give me one second. Can you hear me okay? Yes. It's 9223. And for security purposes, can you verify your address and date of birth? Yeah. I was born January 16th, 1997, and my address is 1116 South Bell Avenue, Chicago, Illinois, 60643. Okay. Thank you. And then, um, I'm sorry, what was that date of birth? You said January the 16th? Yeah, '97. 1997. Okay. 9888461938 is your phone number? Yes, that's right. And then I have your first name Ware@gmail.com. Is that up to date? Yes, that's perfect. Okay. Yeah. So you just became active, so those cards aren't gonna be available for me to send to you, but I'll go ahead and leave myself a note. Okay. And I'll be checking up on it throughout the week. Okay. Like I said, I don't- It's not gonna be ready till Thursday because normally every time I do this, I know it's, it's usually ready on Thursday. So most likely- Okay. ... if it's ready Wednesday, I'll send it, but I don't think it's going Thursday. Okay. Um, I was gonna tell y- Yes. It, it most likely- Good. ... won't be ready till Thursday for me to email it to you. Okay. That's fine. So I'll send that to your email and file. And then I was gonna tell you that usually they send you your physical cards by the first or second week, which you would probably receive them either Thursday or Friday of this week or next. Beautiful. Thank you so much, everyone. Okay. But I'll send that on Thursday whenever it's ready electronically. Okay. And, um, I was gonna let you know you'll receive your dental and vision, but for your Insure Plus basic card, normally that card, they don't mail it out to you. That's something that you have to request whenever you become active. Okay. So you'll get your, um, dental and vision first, and then later on you'll get your medical. Did you want me to go ahead and request that? Uh,

yeah. Sure. Thank you. Okay. I'm gonna go ahead and put that request. So you should be getting dental and vision first, and then later on you're gonna get your medical, but I'll send it electronically- Okay. ... all those cards that you can have them as well. Okay. Thank you so much. You're welcome. Did you have any other questions? Oh, no. That was it. Um, I was gonna tell you that it looks like we're missing a beneficiary from you. So you selected term life. Did you want to put somebody already? Uh, that must have been an error. Uh, I don't have any, um, any, what do they call it? Like additional or anyone else who needs to be on the insurance. It's just me. No. So, so your beneficiary is the- If something was to happen to you, who would, like, receive those funds? Oh. Huh. You could put, uh, Crystal. C-R-Y-S-T-A-L Turner. And then I don't know what else we need. Um, I need the relationship that they have. Oh, she's just my mom . Okay. Your mom? Okay. All right. I got your mom down. You said Crystal Turner, right? Yes, ma'am. Okay. I added her. Okay. Thank you so much. Did you have any oth- You're welcome. Did you have any other questions? Uh, no. That was it. All right. All right. Well, you're good to go. I hope you have a great day, and then whenever I send, um, that, that information to you- Mm-hmm. ... I'll also give you a call to let you know- Okay. ... that I emailed that to you. And if you don't answer, I'll just leave you a voice message and send you a email also. Okay. That sounds great. Thank you. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Taja. I'm calling because I just got verified for my big benefit, and I'm on the, like, you know, the patient portal now. And I just want a little bit of clarity. Do you guys mail out, like, an, an ID card? You know, like, when you go to the doctor and they're like, "Oh, do you have your insurance card?" Is that something I can download from here, or is there a different way that I need to go about to get it?

Speaker speaker_0: So we can send it to you electronically. You wouldn't be d- able to download that by yourself.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: That's something that we would be- would have to send to you. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you did just become active, though, it typically takes, I believe, like, 72 hours for the cards to be available. Um...

Speaker speaker_1: Oh, so that's the wait.

Speaker speaker_0: So if you just-

Speaker speaker_1: Okay.

Speaker speaker_0: So if you just became active, it won't be ready yet.

Speaker speaker_1: I did. Okay.

Speaker speaker_0: Um, especially if it was this week, most likely-

Speaker speaker_1: It was.

Speaker speaker_0: ... it won't be till, like, Thursday that it will be ready-

Speaker speaker_1: Okay.

Speaker speaker_0: ... electronically. But, um, if you give me your file, I can check up on it throughout the week and once it's available-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can go ahead and send that to you.

Speaker speaker_1: Perfect. What will you need from me?

Speaker speaker_0: What staffing a- Um, I just need the name of your staffing agency, the last four-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of your Social, and then for you to verify some security questions.

Speaker speaker_1: Okay. Let me go outside real quick. So the staffing company is Creative Circle.

Speaker speaker_0: Okay. And then the last four of your Social?

Speaker speaker_1: Give me one second. Can you hear me okay?

Speaker speaker_0: Yes.

Speaker speaker_1: It's 9223.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yeah. I was born January 16th, 1997, and my address is 1116 South Bell Avenue, Chicago, Illinois, 60643.

Speaker speaker_0: Okay. Thank you. And then, um, I'm sorry, what was that date of birth? You said January the 16th?

Speaker speaker_1: Yeah, '97. 1997.

Speaker speaker_0: Okay. 9888461938 is your phone number?

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: And then I have your first name Ware@gmail.com. Is that up to date?

Speaker speaker_1: Yes, that's perfect.

Speaker speaker_0: Okay. Yeah. So you just became active, so those cards aren't gonna be available for me to send to you, but I'll go ahead and leave myself a note.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll be checking up on it throughout the week.

Speaker speaker_1: Okay.

Speaker speaker_0: Like I said, I don't- It's not gonna be ready till Thursday because normally every time I do this, I know it's, it's usually ready on Thursday. So most likely-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if it's ready Wednesday, I'll send it, but I don't think it's going Thursday.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I was gonna tell y- Yes. It, it most likely-

Speaker speaker_1: Good.

Speaker speaker_0: ... won't be ready till Thursday for me to email it to you.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: So I'll send that to your email and file. And then I was gonna tell you that usually they send you your physical cards by the first or second week, which you would probably receive them either Thursday or Friday of this week or next.

Speaker speaker_1: Beautiful. Thank you so much, everyone.

Speaker speaker_0: Okay. But I'll send that on Thursday whenever it's ready electronically.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um, I was gonna let you know you'll receive your dental and vision, but for your Insure Plus basic card, normally that card, they don't mail it out to you. That's something that you have to request whenever you become active.

Speaker speaker_1: Okay.

Speaker speaker_0: So you'll get your, um, dental and vision first, and then later on you'll get your medical. Did you want me to go ahead and request that?

Speaker speaker_1: Uh, yeah. Sure. Thank you.

Speaker speaker_0: Okay. I'm gonna go ahead and put that request. So you should be getting dental and vision first, and then later on you're gonna get your medical, but I'll send it electronically-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all those cards that you can have them as well.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Did you have any other questions?

Speaker speaker_1: Oh, no. That was it.

Speaker speaker_0: Um, I was gonna tell you that it looks like we're missing a beneficiary from you. So you selected term life. Did you want to put somebody already?

Speaker speaker_1: Uh, that must have been an error. Uh, I don't have any, um, any, what do they call it? Like additional or anyone else who needs to be on the insurance. It's just me.

Speaker speaker_0: No. So, so your beneficiary is the- If something was to happen to you, who would, like, receive those funds?

Speaker speaker_1: Oh. Huh. You could put, uh, Crystal. C-R-Y-S-T-A-L Turner. And then I don't know what else we need.

Speaker speaker_0: Um, I need the relationship that they have.

Speaker speaker_1: Oh, she's just my mom .

Speaker speaker_0: Okay. Your mom? Okay. All right. I got your mom down. You said Crystal Turner, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I added her.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Did you have any oth- You're welcome. Did you have any other questions?

Speaker speaker_1: Uh, no. That was it.

Speaker speaker_0: All right. All right. Well, you're good to go. I hope you have a great day, and then whenever I send, um, that, that information to you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I'll also give you a call to let you know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that I emailed that to you. And if you don't answer, I'll just leave you a voice message and send you a email also.

Speaker speaker_1: Okay. That sounds great. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.