

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? Hello, Stephanie. Um, I recently called, uh, so I could get onto the app and I did get access to the app through my email. But on the app, I couldn't really see what my coverage options were and I was wanting to know if I can get access to those. Yeah, so we can do a phone enrollment over the phone. Um, I don't have access to that app, but I can help you over the phone and explain the plans to you, if you wish. And I can also- Well, I already- ... send you the benefit guide. I've already signed up for benefits and I'm paying for them. It's just on the app, it doesn't show me that I have any currently enrolled. Yeah, so if you want we can also send you a enrollment confirmation. Yeah, I had one sent to my address- Or we can- ... and, uh, I don't think my old roommates... I think they've been going through my mail. I didn't get, uh, the paper, so I called to get everything sent to my email and, uh... Mm-hmm. Yeah, I could do that through the phone. I'm sorry. Okay. Um, so do you want us to send that letter of coverage? We can send it via email. Yeah, an email would be perfect. Um, I just have to get in your file. Um, what staffing agency are you working with? I'm working with ISS in, uh, Illinois at the Effingham Department, to be more specific. Ooh. Um, are... Do you know the name of the staffing agency? Just 'cause we do administrate different agencies around the nation. Innovative Staffing Solutions. Thank you. Yes, sir. Thank you. And then what are the last four of your social? 5553. Okay, thank you. And then your last name, please. Jones. Okay. Jeremiah? Yes. And then for security purposes, can you verify your address and date of birth? Uh, my current address is 105 and my birthday is 03/20/2003. And then can you please- And it's 105... I'm sorry. Um, I was gonna ask you, can you please provide the city and the state please? Okay. That's what I was getting to. It's, uh, Mattoon, Illinois. Zip code- Mm-hmm. ... 61938. Thank you. And I have 217-259-0290 as your phone number. Yes. And jonesjeremiah963@gmail.com. Yes. That would be a good email. Okay. And then it looks like you have the Insure Plus Basic Dental and Vision. Um, but if you want us to send that letter of coverage, I can go ahead and request it. It does take, like, 24 hours for you to receive it though. Um... That's fine, but yeah- It could be sooner than that, but, but you'll definitely get it and it is jonesjeremiah963@gmail.com, right? Yes. And yeah, I'd like to get that, uh, documentation sent through email. Okay. All right, sir. I'm gonna go ahead and email the main office so that they can go ahead and send it to you. Okay, thank you. Did you need anything else? Uh, no. All right. Well, I hope you have a great day. Thank you.

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: Hello, Stephanie. Um, I recently called, uh, so I could get onto the app and I did get access to the app through my email. But on the app, I couldn't really see what my coverage options were and I was wanting to know if I can get access to those.

Speaker speaker_0: Yeah, so we can do a phone enrollment over the phone. Um, I don't have access to that app, but I can help you over the phone and explain the plans to you, if you wish. And I can also-

Speaker speaker_1: Well, I already-

Speaker speaker_0: ... send you the benefit guide.

Speaker speaker_1: I've already signed up for benefits and I'm paying for them. It's just on the app, it doesn't show me that I have any currently enrolled.

Speaker speaker_0: Yeah, so if you want we can also send you a enrollment confirmation.

Speaker speaker_1: Yeah, I had one sent to my address-

Speaker speaker_0: Or we can-

Speaker speaker_1: ... and, uh, I don't think my old roommates... I think they've been going through my mail. I didn't get, uh, the paper, so I called to get everything sent to my email and, uh...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, I could do that through the phone. I'm sorry.

Speaker speaker_0: Okay. Um, so do you want us to send that letter of coverage? We can send it via email.

Speaker speaker_1: Yeah, an email would be perfect.

Speaker speaker_0: Um, I just have to get in your file. Um, what staffing agency are you working with?

Speaker speaker_1: I'm working with ISS in, uh, Illinois at the Effingham Department, to be more specific.

Speaker speaker_0: Ooh. Um, are... Do you know the name of the staffing agency? Just 'cause we do administrate different agencies around the nation.

Speaker speaker_1: Innovative Staffing Solutions.

Speaker speaker_0: Thank you. Yes, sir. Thank you. And then what are the last four of your social?

Speaker speaker_1: 5553.

Speaker speaker_0: Okay, thank you. And then your last name, please.

Speaker speaker_1: Jones.

Speaker speaker_0: Okay. Jeremiah?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Uh, my current address is 105 and my birthday is 03/20/2003.

Speaker speaker_0: And then can you please-

Speaker speaker_1: And it's 105... I'm sorry.

Speaker speaker_0: Um, I was gonna ask you, can you please provide the city and the state please?

Speaker speaker_1: Okay. That's what I was getting to. It's, uh, Mattoon, Illinois. Zip code-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 61938.

Speaker speaker_0: Thank you. And I have 217-259-0290 as your phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: And jonesjeremiah963@gmail.com.

Speaker speaker_1: Yes. That would be a good email.

Speaker speaker_0: Okay. And then it looks like you have the Insure Plus Basic Dental and Vision. Um, but if you want us to send that letter of coverage, I can go ahead and request it. It does take, like, 24 hours for you to receive it though. Um...

Speaker speaker_1: That's fine, but yeah-

Speaker speaker_0: It could be sooner than that, but, but you'll definitely get it and it is jonesjeremiah963@gmail.com, right?

Speaker speaker_1: Yes. And yeah, I'd like to get that, uh, documentation sent through email.

Speaker speaker_0: Okay. All right, sir. I'm gonna go ahead and email the main office so that they can go ahead and send it to you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Did you need anything else?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Thank you.