

Transcript: Estefania

Acevedo-4952817076224000-4640886352199680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I, um, have a insurance plan through the Creative Circle. I believe it's Stay Healthy, the Stay Healthy plan. And I haven't received, um, a card or any information, so I was just wondering, like, what my, um, information is as far as, uh, my group number or whatever I need to give providers. Okay. Yeah. I can give you that. Um, if you want, I can check to see if your card is available via email, and if so- Oh, that'd be great. ... I'll go ahead and send it to you. Okay. And then that has, um, the phone number to find the providers that pay that particular insurance, as well as the pharmacy information and all of that. Yeah. That'd be great. Thank you. Um, what are the last four of your s- of your social? And you said Creative Circle, right? Yes. It's Creative Circle. Um, the last four of my social are, is 6468. Okay. Thank you. And then your full name, please? It's Bethanie Jones. B-E-T-H-A-N-I-E J-O-H-N-E-S. Okay. And then, um, for security purposes, I need you to verify your address as well as your date of birth. Yes. My address is 115 Thompson Drive, Williamsville, New York, 14221. Uh, my date of birth is 09/09/1997. Okay. Thank you. And then is it 343-3297, your phone number? Yeah. And then I have bybethanie@gmail.com. Is that still up to date? Yes. That's correct. And then do you just want me to go ahead and... Sorry. Oh, it cut out? It cut just out. Sorry. It cut out. What did you say? Sorry. Um, I was asking... Um, I was asking you do you want me to just go ahead and send all of your cards or do you just want me to send that one? Um, yeah, you can send all of them. That would be great. Okay. Um, can I put you in a group hold while I send that to your email? Yeah. Yeah. No problem. Thank you for your hold. I went ahead and sent you your medical card, vision and dental to that email file. Do you mind verifying that you have received it? Um, it should be coming from an email... info@benefitsinacard.com. Okay. Let me check. And then if you don't see it right away, I would also check your junk and your spam file. It should have three attachments. Two of them say vision, but one of them is really your medical card, and you'll see it when you open it. Okay. Yes, I see it. Okay. Um, do you have any questions before I let you go? Yeah. Which one is the... Is MetLife the medical? Or MultiPlan is the medical, rather? So, um, the MultiPlan network is actually the phone number that you would call to find, um, the providers for your medical plan. And then it's actually... Like, if you... On the attachment that I sent, it's gonna give you the phone numbers for the providers for the vision and then the dental and then for the medical. When you open the actual, like, file, it gives you, like, the number that you can call. Got it. Okay. Yep. Thank you. You're welcome. Um, do you have any questions other than that? Uh, no, that should do it. All right. Well, I hope you have a great day. You too. If you have any questions, you know, call us. Okay, great. Thank you. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I, um, have a insurance plan through the Creative Circle. I believe it's Stay Healthy, the Stay Healthy plan. And I haven't received, um, a card or any information, so I was just wondering, like, what my, um, information is as far as, uh, my group number or whatever I need to give providers.

Speaker speaker_0: Okay. Yeah. I can give you that. Um, if you want, I can check to see if your card is available via email, and if so-

Speaker speaker_1: Oh, that'd be great.

Speaker speaker_0: ... I'll go ahead and send it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then that has, um, the phone number to find the providers that pay that particular insurance, as well as the pharmacy information and all of that.

Speaker speaker_1: Yeah. That'd be great. Thank you.

Speaker speaker_0: Um, what are the last four of your s- of your social? And you said Creative Circle, right?

Speaker speaker_1: Yes. It's Creative Circle. Um, the last four of my social are, is 6468.

Speaker speaker_0: Okay. Thank you. And then your full name, please?

Speaker speaker_1: It's Bethanie Jones. B-E-T-H-A-N-I-E J-O-H-N-E-S.

Speaker speaker_0: Okay. And then, um, for security purposes, I need you to verify your address as well as your date of birth.

Speaker speaker_1: Yes. My address is 115 Thompson Drive, Williamsville, New York, 14221. Uh, my date of birth is 09/09/1997.

Speaker speaker_0: Okay. Thank you. And then is it 343-3297, your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have bybethanie@gmail.com. Is that still up to date?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And then do you just want me to go ahead and...

Speaker speaker_1: Sorry. Oh, it cut out?

Speaker speaker_0: It cut just out.

Speaker speaker_1: Sorry. It cut out. What did you say?

Speaker speaker_0: Sorry. Um, I was asking... Um, I was asking you do you want me to just go ahead and send all of your cards or do you just want me to send that one?

Speaker speaker_1: Um, yeah, you can send all of them. That would be great.

Speaker speaker_0: Okay. Um, can I put you in a group hold while I send that to your email?

Speaker speaker_1: Yeah. Yeah. No problem.

Speaker speaker_0: Thank you for your hold. I went ahead and sent you your medical card, vision and dental to that email file. Do you mind verifying that you have received it? Um, it should be coming from an email... info@benefitsinacard.com.

Speaker speaker_2: Okay. Let me check.

Speaker speaker_0: And then if you don't see it right away, I would also check your junk and your spam file. It should have three attachments. Two of them say vision, but one of them is really your medical card, and you'll see it when you open it.

Speaker speaker_2: Okay. Yes, I see it.

Speaker speaker_0: Okay. Um, do you have any questions before I let you go?

Speaker speaker_2: Yeah. Which one is the... Is MetLife the medical? Or MultiPlan is the medical, rather?

Speaker speaker_0: So, um, the MultiPlan network is actually the phone number that you would call to find, um, the providers for your medical plan. And then it's actually... Like, if you... On the attachment that I sent, it's gonna give you the phone numbers for the providers for the vision and then the dental and then for the medical. When you open the actual, like, file, it gives you, like, the number that you can call.

Speaker speaker_2: Got it. Okay.

Speaker speaker_0: Yep.

Speaker speaker_2: Thank you.

Speaker speaker_0: You're welcome. Um, do you have any questions other than that?

Speaker speaker_2: Uh, no, that should do it.

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

Speaker speaker_2: You too.

Speaker speaker_0: If you have any questions, you know, call us.

Speaker speaker_2: Okay, great. Thank you.

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

Speaker speaker_2: You too. Bye.