

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? Yes, ma'am. My name is Lawson Maxey. How can I help you? Uh, yes, ma'am. So I just set up my Benefits in a Card account recently, within the last couple of days, and I haven't received my card yet in the mail. But when I go onto my account online, where would I locate my policy number or information to be able to update that for medical or other healthcare providers? Um, so I can actually send you the card. Um, let me- Mm-hmm. What type of agency do you work for? Uh, TRC. I believe you would have to go to www.mibiac.com/trcstaffing. Um, but I know we can update any information for you as well, um, but to do it from your end, I believe you have to go to that website. Um, and can you repeat that website again? Uh, www.mibiac.com. Mm-hmm. ... www.mibiac.com. Mybiac. /slash tr- Mm-hmm, biac. Mm-hmm.com/trcstaffing. Um, and then if you want, I can go ahead and send you your card. Yes, ma'am, that would be awesome. Uh, how will you be doing that? Will you be doing that over email or in the mail? Yeah. Yeah, email. Um, can I please get the last four of your Social, though, so that I can open up your file? Yes, ma'am. 8534. Your first and last name? Lawson, L-A-W-S-O-N. Maxey, M-A-X-E-Y. What was that first, I'm sorry? First name? Mm-hmm. It's Lawson, L-A-W... Okay, thank you. Yes, ma'am. I don't know why I thought you said something else. Um, for security- No, you're not- ... purposes, can you please verify your address and date of birth? My address is 298 Holly Springs School Road. Uh-huh. And then what city and state? And my date of, uh, Pinckney, South Carolina. Thank you. You're welcome. And my date of birth is October 2nd, 2001. Is 518-9166 still your phone number? Mm-hmm. 8-... Uh, it should- And then I have... Mm-hmm? Yeah, 9163, mm-hmm. And I have lawsonmaxey01@gmail.com. Is that still up-to-date? Yes, ma'am. Is that a good email to send you a card to? That is. And also right here, um, sorry to interrupt you. That's okay. On the home screen, would I click on Member Log In or- Yes. Okay, I see it now. Thank you. Uh-huh. And then, um, is that a good email to send you your cards at? It is. That's per, that's my personal email. Did you ever get your dental and vision card? I have not, unless it, uh, was delivered to the house. But I, to my knowledge, I haven't received any cards. Okay. Um, 'cause they should be going to the 298 Holly Springs. Okay. They must not have gotten there yet, then. Okay. And then, um, I was gonna let you know that for your medical card, being the VIP Standard, that plan they normally don't mail out to you, that card. So if you do want a physical one, I can go ahead and request one. Did you want a physical one for your medical card? Um, that's fine. Is that, um, is there, like, any charge for that or is it included? No. Yeah, I'll take that then. Okay. Um, and then while I get that ready for you and email you your card, can I put you on a brief hold while I download them? Mm-hmm. Yes, ma'am. Okay. Thank you. And is that a good address for that VIP Standard card? That is. Okay. Uh, also right here on this, when I went to Member Log In, it went to the screen of LIN. I think that's Luminesce

Information Network? Mm-hmm. I don't know if I had signed into that before, um, but it's asking for the user ID and password. So I think that- I'm not really quite sure because, um, we just really take care of the phone enrollment part. Mm-hmm. Not as a website. Um, I'm not sure if that's something you would have to ask your staffing agency about. But, um, I know we do the phone enrollments over the phone. Okay. Thank you. Mm-hmm. But I'm gonna go ahead and send you that, okay? Okay. Thank you. Thank you for hold. Um, I went ahead and emailed those cards to you. Do you mind verifying that you received it? Yes, ma'am. I can look right now. I did. It says ID card and info. Okay. And then that one has your three cards attached to them. And I went ahead and put that request in for you to receive your medical card. So you should be getting that within, like, maybe 7 to 10 business days- Mm-hmm. ..., uh, including holidays and weekends. All right. That sounds perfect. Thank you. You're welcome. Did you have any other questions? Um, none that I can think of right now, but I really do appreciate that a lot of y'all. All right. Well, I hope you have a great day. All right. Yes, ma'am, you too. Bye-bye. 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: Yes, ma'am. My name is Lawson Maxey.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, yes, ma'am. So I just set up my Benefits in a Card account recently, within the last couple of days, and I haven't received my card yet in the mail. But when I go onto my account online, where would I locate my policy number or information to be able to update that for medical or other healthcare providers?

Speaker speaker_0: Um, so I can actually send you the card. Um, let me-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What type of agency do you work for?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: I believe you would have to go to www.mibiac.com/trcstaffing. Um, but I know we can update any information for you as well, um, but to do it from your end, I believe you have to go to that website.

Speaker speaker_1: Um, and can you repeat that website again?

Speaker speaker_0: Uh, www.mibiac.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... mybiac.com.

Speaker speaker_1: Mybiac.

Speaker speaker_0: /slash tr- Mm-hmm, biac.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0:com/trcstaffing. Um, and then if you want, I can go ahead and send you your card.

Speaker speaker_1: Yes, ma'am, that would be awesome. Uh, how will you be doing that? Will you be doing that over email or in the mail?

Speaker speaker_0: Yeah. Yeah, email. Um, can I please get the last four of your Social, though, so that I can open up your file?

Speaker speaker_1: Yes, ma'am. 8534.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Lawson, L-A-W-S-O-N. Maxey, M-A-X-E-Y.

Speaker speaker_0: What was that first, I'm sorry?

Speaker speaker_1: First name?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's Lawson, L-A-W...

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I don't know why I thought you said something else. Um, for security-

Speaker speaker_1: No, you're not-

Speaker speaker_0: ... purposes, can you please verify your address and date of birth?

Speaker speaker_1: My address is 298 Holly Springs School Road.

Speaker speaker_0: Uh-huh. And then what city and state?

Speaker speaker_1: And my date of, uh, Pinckney, South Carolina.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome. And my date of birth is October 2nd, 2001.

Speaker speaker_0: Is 518-9166 still your phone number?

Speaker speaker_1: Mm-hmm. 8-... Uh, it should-

Speaker speaker_0: And then I have... Mm-hmm?

Speaker speaker_1: Yeah, 9163, mm-hmm.

Speaker speaker_0: And I have lawsonmaxey01@gmail.com. Is that still up-to-date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Is that a good email to send you a card to?

Speaker speaker_1: That is. And also right here, um, sorry to interrupt you.

Speaker speaker_0: That's okay.

Speaker speaker_1: On the home screen, would I click on Member Log In or-

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, I see it now. Thank you.

Speaker speaker_0: Uh-huh. And then, um, is that a good email to send you your cards at?

Speaker speaker_1: It is. That's per, that's my personal email.

Speaker speaker_0: Did you ever get your dental and vision card?

Speaker speaker_1: I have not, unless it, uh, was delivered to the house. But I, to my knowledge, I haven't received any cards.

Speaker speaker_0: Okay. Um, 'cause they should be going to the 298 Holly Springs.

Speaker speaker_1: Okay. They must not have gotten there yet, then.

Speaker speaker_0: Okay. And then, um, I was gonna let you know that for your medical card, being the VIP Standard, that plan they normally don't mail out to you, that card. So if you do want a physical one, I can go ahead and request one. Did you want a physical one for your medical card?

Speaker speaker_1: Um, that's fine. Is that, um, is there, like, any charge for that or is it included?

Speaker speaker_0: No.

Speaker speaker_1: Yeah, I'll take that then.

Speaker speaker_0: Okay. Um, and then while I get that ready for you and email you your card, can I put you on a brief hold while I download them?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_0: Okay. Thank you. And is that a good address for that VIP Standard card?

Speaker speaker_1: That is.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, also right here on this, when I went to Member Log In, it went to the screen of LIN. I think that's Luminesce Information Network?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I don't know if I had signed into that before, um, but it's asking for the user ID and password. So I think that-

Speaker speaker_0: I'm not really quite sure because, um, we just really take care of the phone enrollment part.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Not as a website. Um, I'm not sure if that's something you would have to ask your staffing agency about. But, um, I know we do the phone enrollments over the phone.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Mm-hmm. But I'm gonna go ahead and send you that, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you for hold. Um, I went ahead and emailed those cards to you. Do you mind verifying that you received it?

Speaker speaker_2: Yes, ma'am. I can look right now. I did. It says ID card and info.

Speaker speaker_0: Okay. And then that one has your three cards attached to them. And I went ahead and put that request in for you to receive your medical card. So you should be getting that within, like, maybe 7 to 10 business days-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ..., uh, including holidays and weekends.

Speaker speaker_2: All right. That sounds perfect. Thank you.

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

Speaker speaker_2: Um, none that I can think of right now, but I really do appreciate that a lot of y'all.

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

Speaker speaker_2: All right. Yes, ma'am, you too. Bye-bye.

Speaker speaker_0: Bye.