

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? Uh... Yeah, I want to know how to get, um, my insurance card. Okay. I can check to see if you're active. What staffing agency do you work for? Associated Staffing. Okay. And then what are the last four of your Social? 5696. For security purposes, can you verify your address and date of birth? Um, 1422 F Avenue in Kearney, Nebraska, 41470. Is 308-830-1002 your phone number? Yep. Okay. And then I have your first name, the letter J, 1137 at yahoo.com? Yes. Okay. Let's see. And then what card were you waiting on receiving? I haven't gotten anything, but I need to get my prescriptions filled that I have. Okay. So if you want, I can go ahead and email them to your email. Um, they're probably still on the way. So I can go ahead and email that to you if you wish. Um, I was gonna let you know that for your VIP Choice Plan, normally for your medical plan, they don't mail that out to you. So once you become active, you would have to request it. Um, did you want me to go ahead and put in our card request? Yes, please. Okay. And then... You haven't gotten vision even or your preventative? Nope. I haven't gotten anything. Okay. I'll go ahead and request it. Well, you actually just became active last week, so they're probably on their way. Oh, okay. If you didn't get them by the end of next week, I would call back, but I can go ahead and request your VIP Choice, 'cause either way, you're just gonna get vision and then your preventatives. Um, so I'll go ahead and request that medical card, so you'll get that one last, and then I'll go ahead and send, send them to your email as well right now. Um, can I put you in a brief hold while I request that and send that over to your email? Yes. Okay. I'll be right back. Okay, ma'am. I went ahead and emailed that to your email. Um, do you mind verifying that you received it? It should come from an email that says info@benefitsinacar.com. Okay. Hmm. I haven't received it yet. Um, can you please check your spam and junk as well? It should come from info@benefitsinacar.com. Hmm. And it is, um, L-A-U-R-A J-1-1-3-7 @yahoo.com? Yeah. Oh, oh, there it is. Just came through. Okay. Well, those are your cards. Um, your preventative is attached with your Vision and then the VIP Choice is by itself, so that one's gonna be the one that says APL. So the one that says APL- Okay. ... is for the one for doctor visits, the stay-ay, hospitalization of injured, urgent care, emergency room and surgeries. That one has prescription benefits through Pharmaville, and then the preventative one, being the MEC Tell RS, has prescription coverage through Elevar. So you get two different ones. Okay. Awesome. All right. Well- Okay. ... have a great day. Um, those cards you should be getting soon, and if you don't get your Vision and preventative, I would call, um, by the end of next week. Okay. Sounds good. Thank you. You're welcome. Have a nice day. You too. 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: Uh... Yeah, I want to know how to get, um, my insurance card.

Speaker speaker_0: Okay. I can check to see if you're active. What staffing agency do you work for?

Speaker speaker_1: Associated Staffing.

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

Speaker speaker_1: 5696.

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

Speaker speaker_1: Um, 1422 F Avenue in Kearney, Nebraska, 41470.

Speaker speaker_0: Is 308-830-1002 your phone number?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then I have your first name, the letter J, 1137 at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see. And then what card were you waiting on receiving?

Speaker speaker_1: I haven't gotten anything, but I need to get my prescriptions filled that I have.

Speaker speaker_0: Okay. So if you want, I can go ahead and email them to your email. Um, they're probably still on the way. So I can go ahead and email that to you if you wish. Um, I was gonna let you know that for your VIP Choice Plan, normally for your medical plan, they don't mail that out to you. So once you become active, you would have to request it. Um, did you want me to go ahead and put in our card request?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. And then... You haven't gotten vision even or your preventative?

Speaker speaker_1: Nope. I haven't gotten anything.

Speaker speaker_0: Okay. I'll go ahead and request it. Well, you actually just became active last week, so they're probably on their way.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: If you didn't get them by the end of next week, I would call back, but I can go ahead and request your VIP Choice, 'cause either way, you're just gonna get vision and then your preventatives. Um, so I'll go ahead and request that medical card, so you'll get that one last, and then I'll go ahead and send, send them to your email as well right now. Um, can I put you in a brief hold while I request that and send that over to your email?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll be right back. Okay, ma'am. I went ahead and emailed that to your email. Um, do you mind verifying that you received it? It should come from an email that says info@benefitsinacar.com.

Speaker speaker_2: Okay. Hmm. I haven't received it yet.

Speaker speaker_0: Um, can you please check your spam and junk as well? It should come from info@benefitsinacar.com.

Speaker speaker_2: Hmm.

Speaker speaker_0: And it is, um, L-A-U-R-A J-1-1-3-7 @yahoo.com?

Speaker speaker_2: Yeah. Oh, oh, there it is. Just came through.

Speaker speaker_0: Okay. Well, those are your cards. Um, your preventative is attached with your Vision and then the VIP Choice is by itself, so that one's gonna be the one that says APL. So the one that says APL-

Speaker speaker_2: Okay.

Speaker speaker_0: ... is for the one for doctor visits, the stay-ay, hospitalization of injured, urgent care, emergency room and surgeries. That one has prescription benefits through Pharmaville, and then the preventative one, being the MEC Tell RS, has prescription coverage through Elevar. So you get two different ones.

Speaker speaker_2: Okay. Awesome.

Speaker speaker_0: All right. Well-

Speaker speaker_2: Okay.

Speaker speaker_0: ... have a great day. Um, those cards you should be getting soon, and if you don't get your Vision and preventative, I would call, um, by the end of next week.

Speaker speaker_2: Okay. Sounds good. Thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Bye.