

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. Um, my, um, coverage with Benefits in a Card just became active today, and I haven't received a member card. And I'm looking to see if I can just get that member ID so that I can set up doctor's appointments. Okay. Um, what staff and agency do you work for? Creative Circle. Okay. And for security purposes, can you verify address and date of birth? Yeah. 627 Polk Street Northeast, Minneapolis, Minnesota 55413. And date of birth is January 8th, 1997. And then what were those last four of your Social? 8873. Okay, thank you. And then the 314-608-4790 is your phone number still? Yep. And then I have johnrkenneydesign@gmail.com. Is that up to date? Yeah, that's right. Um, I could check real quick if the policy number is available. Since you just became active today, I don't think your actual card is ready yet. They're normally ready, like, Thursday, if I'm honest. Thursday or Wednesday, but probably Thursday. Um, I can be checking throughout the week, and once they're available I can send them to your email file. But let me see if I can get a hold of your policy number at least. Hello? To get a, a policy number, you said? Yes. I'm gonna see if that policy number's ready. Since you just became active, um, I'm not really sure. But let me go check real quick. And then you need it for INSUR dental and vision, right? Yeah. Okay. I'll be right back. Okay, sir. So I believe since you became active just today, that policy number isn't available to me yet. Um, I can go ahead and leave myself a note for tomorrow to check to see if it's available at least, the policy number. Okay. Yeah, that would be great. Okay. And then once I get a hold of it, I'll call you and provide it. And if you don't answer, I'll leave it in the voice message as well and send you an email. Okay. Sounds good. Mm-hmm. And then like I said, the actual physical card won't be available, um, you'll receive it either Thursday or Friday this week, the physical one. And then for your INSUR Plus Basic, they normally don't mail the medical card out. So if you want, I can go ahead and request it if you do want a physical one. But for sure you should be getting dental, vision first. And then if I put that- Okay. ... request in, you'll be getting that one, like, seven to 10 days later. Um, but your actual cards normally, like I said, they're not ready 'til Thursday or sometimes Wednesday via email. So I'll leave myself a note and email them. But for the policy number, I'll check tomorrow to see if it's available. And if it's not, then I'll send an email to the, um, main office. Okay. Sounds good. Okay. And then is that a good contact number, the 314-608-4790? Yeah, that's great. And then I actually just sent a message. And it normally, I got informed it takes like 72 hours for the policy info to be available. So I'll leave myself a note and then I'll be checking up on it, if that's fine. Okay. Sounds good. Okay. All right. Well, I hope you have a great night. Thank you for your time. You too. Thank you. Mm-hmm. 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. Um, my, um, coverage with Benefits in a Card just became active today, and I haven't received a member card. And I'm looking to see if I can just get that member ID so that I can set up doctor's appointments.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Creative Circle.

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

Speaker speaker_1: Yeah. 627 Polk Street Northeast, Minneapolis, Minnesota 55413. And date of birth is January 8th, 1997.

Speaker speaker_0: And then what were those last four of your Social?

Speaker speaker_1: 8873.

Speaker speaker_0: Okay, thank you. And then the 314-608-4790 is your phone number still?

Speaker speaker_1: Yep.

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

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: Um, I could check real quick if the policy number is available. Since you just became active today, I don't think your actual card is ready yet. They're normally ready, like, Thursday, if I'm honest. Thursday or Wednesday, but probably Thursday. Um, I can be checking throughout the week, and once they're available I can send them to your email file. But let me see if I can get a hold of your policy number at least. Hello?

Speaker speaker_1: To get a, a policy number, you said?

Speaker speaker_0: Yes. I'm gonna see if that policy number's ready. Since you just became active, um, I'm not really sure. But let me go check real quick. And then you need it for INSUR dental and vision, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I'll be right back. Okay, sir. So I believe since you became active just today, that policy number isn't available to me yet. Um, I can go ahead and leave myself a note for tomorrow to check to see if it's available at least, the policy number.

Speaker speaker_1: Okay. Yeah, that would be great.

Speaker speaker_0: Okay. And then once I get a hold of it, I'll call you and provide it. And if you don't answer, I'll leave it in the voice message as well and send you an email.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Mm-hmm. And then like I said, the actual physical card won't be available, um, you'll receive it either Thursday or Friday this week, the physical one. And then for your INSUR Plus Basic, they normally don't mail the medical card out. So if you want, I can go ahead and request it if you do want a physical one. But for sure you should be getting dental, vision first. And then if I put that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... request in, you'll be getting that one, like, seven to 10 days later. Um, but your actual cards normally, like I said, they're not ready 'til Thursday or sometimes Wednesday via email. So I'll leave myself a note and email them. But for the policy number, I'll check tomorrow to see if it's available. And if it's not, then I'll send an email to the, um, main office.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Okay. And then is that a good contact number, the 314-608-4790?

Speaker speaker_1: Yeah, that's great.

Speaker speaker_0: And then I actually just sent a message. And it normally, I got informed it takes like 72 hours for the policy info to be available. So I'll leave myself a note and then I'll be checking up on it, if that's fine.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Okay. All right. Well, I hope you have a great night. Thank you for your time.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Bye.