

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Alicia with APL. How are you doing? Good, thank you. How about you? I'm doing well, thank you for asking. I received an e- an email from Pearl requesting an ID card for a, um, member for medical coverage. I don't see that she has medical coverage. Is there any way that you could check that for me please, ma'am? Yes, ma'am. Um, do you know what staffing agency she's with? Focus Workforce. Oh. Yeah, I can give you the last four of her Social. I can give you... But she's got dental and accident and something else, but not the medical- Gotcha. ... for the card that was being requested. Okay, and then what are the last four of that Social? 9610. Okay, thank you. And then what's the first and last name? Well, it's Marci- Maricela Gaona Galvan. Okay, thank you. Great, and it's for Ken- going to the Kentucky? Yeah, for Shelbyville. Ah. Oh, okay. She probably sent that on accident, 'cause I see that she has the preventative one. Okay. Um, did she put down the MEC PELA IRS by any chance or did she put a different card in there? Let me see. <|agent|><|en|> She didn't put a card. She just s- said the ID card needed is medical. Yeah. She put the- So I'll let her know what ID. Gotcha. Okay, yeah. I, uh, she sent it to the wrong carrier. Um, it's okay. I can go, I can go ahead and, um, request the correct card. Okay, good 'cause I know that Ms. Galvan, or I don't know if she says Gaona Galvan or what. Anyway, I know that she's gonna be looking for it. Yeah. Okay, thank you so much for letting me know. I'll give her a call just to make sure- No, that's fine. ... um, to see if she needed that one or if she needed, like, the vision or the dental 'cause she didn't really put down which one. Okay and I'm just gonna reply to Pearl letting her know that, that the employee does not have medical coverage with us. Okay, yeah, that's fine and then, um, my name's Stephanie- All right. ... if you need it. Thank you, Stephanie. I really do appreciate it. You are, great- I hope you have a great afternoon. Thank you. I hope you do too. Have a nice day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. This is Alicia with APL. How are you doing?

Speaker speaker_1: Good, thank you. How about you?

Speaker speaker_2: I'm doing well, thank you for asking. I received an e- an email from Pearl requesting an ID card for a, um, member for medical coverage. I don't see that she has medical coverage. Is there any way that you could check that for me please, ma'am?

Speaker speaker_1: Yes, ma'am. Um, do you know what staffing agency she's with?

Speaker speaker_2: Focus Workforce.

Speaker speaker_1: Oh.

Speaker speaker_2: Yeah, I can give you the last four of her Social. I can give you... But she's got dental and accident and something else, but not the medical-

Speaker speaker_1: Gotcha.

Speaker speaker_2: ... for the card that was being requested.

Speaker speaker_1: Okay, and then what are the last four of that Social?

Speaker speaker_2: 9610.

Speaker speaker_1: Okay, thank you. And then what's the first and last name?

Speaker speaker_2: Well, it's Marci- Maricela Gaona Galvan.

Speaker speaker_1: Okay, thank you. Great, and it's for Ken- going to the Kentucky?

Speaker speaker_2: Yeah, for Shelbyville.

Speaker speaker_1: Ah. Oh, okay. She probably sent that on accident, 'cause I see that she has the preventative one. Okay. Um, did she put down the MEC PELA IRS by any chance or did she put a different card in there? Let me see. <|agent|><|en|>

Speaker speaker_2: She didn't put a card. She just s- said the ID card needed is medical.

Speaker speaker_1: Yeah. She put the-

Speaker speaker_2: So I'll let her know what ID.

Speaker speaker_1: Gotcha. Okay, yeah. I, uh, she sent it to the wrong carrier. Um, it's okay. I can go, I can go ahead and, um, request the correct card.

Speaker speaker_2: Okay, good 'cause I know that Ms. Galvan, or I don't know if she says Gaona Galvan or what. Anyway, I know that she's gonna be looking for it.

Speaker speaker_1: Yeah. Okay, thank you so much for letting me know. I'll give her a call just to make sure-

Speaker speaker_2: No, that's fine.

Speaker speaker_1: ... um, to see if she needed that one or if she needed, like, the vision or the dental 'cause she didn't really put down which one.

Speaker speaker_2: Okay and I'm just gonna reply to Pearl letting her know that, that the employee does not have medical coverage with us.

Speaker speaker_1: Okay, yeah, that's fine and then, um, my name's Stephanie-

Speaker speaker_2: All right.

Speaker speaker_1: ... if you need it.

Speaker speaker_2: Thank you, Stephanie. I really do appreciate it.

Speaker speaker_1: You are, great-

Speaker speaker_2: I hope you have a great afternoon.

Speaker speaker_1: Thank you. I hope you do too. Have a nice day.

Speaker speaker_2: Thank you. You too. Bye-bye.