

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, Stephanie. Um, my name is Linda. I am, um, a member, I guess. I have never used my benefits before, and I'm wondering if... Do I need to call and find out which doctor's offices could... To go to, or... I don't know how to do that. Okay. You don't have your cards yet? Um, my card for dental and vision just showed up, but I don't have my other card. Okay. I can see which one it is 'cause there is... 'Cause you have the VIP that the insurance does. Those don't get mailed out to you. You need to request them once you become active. Um, but- Oh. ... I can go ahead and send it to you electronically, and if you do want me to request that, I can go ahead and put that request in. Yes, ma'am. That would be great. Okay. What staffing agency do you work for? Um, Oxford Consulting. Or Oxford International. And then the last... Okay. And then what are the last four of your Social? 8100. For security purposes, can you verify your address and date of birth? 2121 New Tampa Highway, Lot Number G46 in Lakeland, Florida, uh, 33815, and my birthday is 4/24/69. And then I have 815-45-590 as your phone number? Yes, ma'am. Then I have- Sounds like you have a cold. I do. I do. And then what's a good email to send that to? Um, lindadiaz@gmail.com. So my first and last name at gmail.com. Okay. All right. Okay. Let me go ahead and send that over to you and then I'm gonna go ahead and request that card, so I'm a put you on a free hold real quick. Okay. And then that's gonna go to 2121 New Tampa Highway, Lot E, G46 Lakeland, Florida, 33815? Yes. Yes, ma'am. Okay. I went ahead and requested that card. And then if you mind verifying your email just to make sure that you did receive it. Um, you verified the email address or just go look at my email? Oh, like if you could please follow up at your email. Sorry, I'm a little... um, I got a, uh, well, no, I got the one that says, "Virtual Care Sc- Consultation Scheduled." Um, I would also check your spam and your junk. It's from info@benefitsinacar.com. No, I don't see it. Maybe- Oh. Maybe we didn't spell it right? Hmm. Is it L-I-N-D-A-B-Y-A-S- Uh-huh. ... @gmail.com? Yep, that's what I sent it to. Um, do you mind refreshing it, maybe? I'm going back to all. No, I don't have anything. I got a- Oh wait, I'm sorry. I didn't refresh it. Give me one second. No, it's okay. I, you know what? When I feel bad, I feel bad. So, I gotcha. Okay. I went ahead and emailed that to you. Do you mind verifying? Might take a minute or two, but... There we go, ID card just popped in. All right, and then you should be getting that within seven to 10 business days, not including weekends. Okay, thank you so much. You're welcome. Have a nice day. You too. Bye-bye. What was I doing? What was I do-

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, Stephanie. Um, my name is Linda. I am, um, a member, I guess. I have never used my benefits before, and I'm wondering if... Do I need to call and find out which doctor's offices could... To go to, or... I don't know how to do that.

Speaker speaker_0: Okay. You don't have your cards yet?

Speaker speaker_1: Um, my card for dental and vision just showed up, but I don't have my other card.

Speaker speaker_0: Okay. I can see which one it is 'cause there is... 'Cause you have the VIP that the insurance does. Those don't get mailed out to you. You need to request them once you become active. Um, but-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I can go ahead and send it to you electronically, and if you do want me to request that, I can go ahead and put that request in.

Speaker speaker_1: Yes, ma'am. That would be great.

Speaker speaker_0: Okay. What staffing agency do you work for?

Speaker speaker_1: Um, Oxford Consulting. Or Oxford International.

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

Speaker speaker_1: 8100.

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

Speaker speaker_1: 2121 New Tampa Highway, Lot Number G46 in Lakeland, Florida, uh, 33815, and my birthday is 4/24/69.

Speaker speaker_0: And then I have 815-45-590 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Then I have-

Speaker speaker_1: Sounds like you have a cold.

Speaker speaker_0: I do. I do. And then what's a good email to send that to?

Speaker speaker_1: Um, lindadias@gmail.com. So my first and last name at gmail.com.

Speaker speaker_0: Okay. All right.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me go ahead and send that over to you and then I'm gonna go ahead and request that card, so I'm a put you on a free hold real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: And then that's gonna go to 2121 New Tampa Highway, Lot E, G46 Lakeland, Florida, 33815?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay. I went ahead and requested that card. And then if you mind verifying your email just to make sure that you did receive it.

Speaker speaker_2: Um, you verified the email address or just go look at my email?

Speaker speaker_0: Oh, like if you could please follow up at your email.

Speaker speaker_2: Sorry, I'm a little... um, I got a, uh, well, no, I got the one that says, "Virtual Care Sc- Consultation Scheduled."

Speaker speaker_0: Um, I would also check your spam and your junk. It's from info@benefitsinacar.com.

Speaker speaker_2: No, I don't see it. Maybe-

Speaker speaker_0: Oh.

Speaker speaker_2: Maybe we didn't spell it right?

Speaker speaker_0: Hmm. Is it L-I-N-D-A-B-Y-A-S-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... @gmail.com? Yep, that's what I sent it to. Um, do you mind refreshing it, maybe?

Speaker speaker_2: I'm going back to all. No, I don't have anything. I got a-

Speaker speaker_0: Oh wait, I'm sorry. I didn't refresh it. Give me one second.

Speaker speaker_2: No, it's okay. I, you know what? When I feel bad, I feel bad. So, I gotcha.

Speaker speaker_0: Okay. I went ahead and emailed that to you. Do you mind verifying?

Speaker speaker_2: Might take a minute or two, but... There we go, ID card just popped in.

Speaker speaker_0: All right, and then you should be getting that within seven to 10 business days, not including weekends.

Speaker speaker_2: Okay, thank you so much.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_0: What was I doing? What was I do-