Transcript: Estefania Acevedo-5629932493815808-4936330910318592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling- Hey, this is ... Benefits in a Card. Hey. My name is Stephanie. How can I assist you? Oh, hi, yes, my name is Robert, Robert Stevenson. I just started getting my, uh, insurance taken out from WorkSource. I was wondering how to, like, how soon does it work and all that. Um, I would have to get in your file to actually look at your account and see if you're active and stuff. So, it just depends. So- Um, you said you're with WorkSmart? WorkSource. WorkSource. Okay, thank you. And then, what are the last four of your Social? 4035. And then, um, what's your first and last name? Robert Stevenson. Okay, thank you. For security purposes, could you verify your address as well as your date of birth? Yes. My address is 1801 Kavanaugh Road, Lot 21. And my birthday is 11/15/1995. Okay. And then what was that city and state? Uh, Fort Smith, Arkansas 72908. Thank you. Um, is your phone number still the 224-9847? Yes. And then I have rcstevenson2022@gmail.com as your email to file. Is that still up to date? Yeah. Okay. Um, did you already receive your cards by any chance? No, I have not received anything. That's, that's why I'm calling. Okay. I didn't know how any of it worked 'cause it's my first time. Oh, okay. So actually, like, you just became active as of yesterday. Um, so normally the first week of your activation, we... today or Thursday of this week, you should be receiving your three cards, okay? And then on those cards you're gonna see the pharmacy's information as well as the multi-plan networks number, which gives you access to providers that take that insurance. Oh, okay. So you do have active coverage. Um, if you for some reason need your cards, let's say you have an appointment coming up this week and you still don't have them, let's say like Thursday, you still don't get them Thursday, you're welcome to give us a call and we can email you those cards if they're available. If you wish, I can go ahead and check to see if they're available. Normally they're ready by Wednesday, um, for me to send via email. But I could check real quick to see if they're available. Yeah, if you don't mind checking real quick. Okay. Um, do you mind holding for a little bit while I verify? No, I don't mind. Thank you. Okay. Thank you for your hold, um, Robert. So I went ahead and verified to see if your cards were ready virtually, but they're still not ready. Um, if you'd like, I can leave myself a note and then I'll be checking tomorrow to see if they're available. If they are, I'll go ahead and email them to you, and when I do that, I'll give you a call to inform you that I sent them, okay? Um, so I'll be looking. Uh, they should be ready probably by tomorrow, um, but you should be receiving them three cards by either Thursday or Friday through mail. And then I'll be checking tomorrow to see if they're already available, and then I'll go ahead and send them to that email file. And then it'll be the same thing, there'll be information about, um, your pharmacy on those virtual cards as well as, uh, the providers' numbers. Okay, greatly appreciated. You're welcome. Um, I don't know if you have any more questions. Um, no, that was, that was pretty much it. Okay. So now really you just have to wait

on your cards, 'cause all that information is on the cards when they mail out to you, so- Okay. ... it guides you. Mm-hmm. All right. I greatly appreciate the assistance. You're welcome. I hope you have a great day. Thank you for calling Benefits in a Card. You too. Thank you. You're welcome. 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-

Speaker speaker_2: Hey, this is

Speaker speaker_3: ... Benefits in a Card.

Speaker speaker_2: Hey.

Speaker speaker_3: My name is Stephanie. How can I assist you?

Speaker speaker_2: Oh, hi, yes, my name is Robert, Robert Stevenson. I just started getting my, uh, insurance taken out from WorkSource. I was wondering how to, like, how soon does it work and all that.

Speaker speaker_3: Um, I would have to get in your file to actually look at your account and see if you're active and stuff. So, it just depends.

Speaker speaker_2: So-

Speaker speaker_3: Um, you said you're with WorkSmart?

Speaker speaker_2: WorkSource.

Speaker speaker_3: WorkSource. Okay, thank you. And then, what are the last four of your Social?

Speaker speaker_2: 4035.

Speaker speaker_3: And then, um, what's your first and last name?

Speaker speaker_2: Robert Stevenson.

Speaker speaker_3: Okay, thank you. For security purposes, could you verify your address as well as your date of birth?

Speaker speaker_2: Yes. My address is 1801 Kavanaugh Road, Lot 21. And my birthday is 11/15/1995.

Speaker speaker_3: Okay. And then what was that city and state?

Speaker speaker_2: Uh, Fort Smith, Arkansas 72908.

Speaker speaker_3: Thank you. Um, is your phone number still the 224-9847?

Speaker speaker_2: Yes.

Speaker speaker_3: And then I have rcstevenson2022@gmail.com as your email to file. Is that still up to date?

Speaker speaker_2: Yeah.

Speaker speaker_3: Okay. Um, did you already receive your cards by any chance?

Speaker speaker_2: No, I have not received anything. That's, that's why I'm calling.

Speaker speaker_3: Okay.

Speaker speaker_2: I didn't know how any of it worked 'cause it's my first time.

Speaker speaker_3: Oh, okay. So actually, like, you just became active as of yesterday. Um, so normally the first week of your activation, we... today or Thursday of this week, you should be receiving your three cards, okay? And then on those cards you're gonna see the pharmacy's information as well as the multi-plan networks number, which gives you access to providers that take that insurance.

Speaker speaker_2: Oh, okay.

Speaker speaker_3: So you do have active coverage. Um, if you for some reason need your cards, let's say you have an appointment coming up this week and you still don't have them, let's say like Thursday, you still don't get them Thursday, you're welcome to give us a call and we can email you those cards if they're available. If you wish, I can go ahead and check to see if they're available. Normally they're ready by Wednesday, um, for me to send via email. But I could check real quick to see if they're available.

Speaker speaker_2: Yeah, if you don't mind checking real quick.

Speaker speaker_3: Okay. Um, do you mind holding for a little bit while I verify?

Speaker speaker_2: No, I don't mind.

Speaker speaker_3: Thank you. Okay. Thank you for your hold, um, Robert. So I went ahead and verified to see if your cards were ready virtually, but they're still not ready. Um, if you'd like, I can leave myself a note and then I'll be checking tomorrow to see if they're available. If they are, I'll go ahead and email them to you, and when I do that, I'll give you a call to inform you that I sent them, okay? Um, so I'll be looking. Uh, they should be ready probably by tomorrow, um, but you should be receiving them three cards by either Thursday or Friday through mail. And then I'll be checking tomorrow to see if they're already available, and then I'll go ahead and send them to that email file. And then it'll be the same thing, there'll be information about, um, your pharmacy on those virtual cards as well as, uh, the providers' numbers.

Speaker speaker_2: Okay, greatly appreciated.

Speaker speaker_3: You're welcome. Um, I don't know if you have any more questions.

Speaker speaker_2: Um, no, that was, that was pretty much it.

Speaker speaker_3: Okay. So now really you just have to wait on your cards, 'cause all that information is on the cards when they mail out to you, so-

Speaker speaker_2: Okay.

Speaker speaker_3: ... it guides you. Mm-hmm.

Speaker speaker_2: All right. I greatly appreciate the assistance.

Speaker speaker_3: You're welcome. I hope you have a great day. Thank you for calling Benefits in a Card.

Speaker speaker_2: You too. Thank you.

Speaker speaker_3: You're welcome.

Speaker speaker_2: Bye-bye.