

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. Okay. My name is Stephanie. Okay. How can I assist you? Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Um, yeah. Hi, um... Yeah, um, WorkSource told me to call. Okay. Are you trying to enroll into healthcare benefits? Well, um, I thought, I thought I was already, I thought I was already paying for, for insurance. I mean, they're taking out, like, some... They're taking out some money from my check, so she just said, uh, follow up on a incident. I'm pretty much just following up on an incident that I had, that I had to go to the ER. Okay, and... Okay, let me open your file up, um, so that I can help you. So you work with WorkSource and what are the last four of your Social? Uh, 4146. Thank you. And for security purposes, could you verify your full address as well as your date of birth? Uh, yes. 10/17/95. Mm-hmm. Yes. Yes, sir. And then your address? My address, uh, is 3608 Price Circle, Fort Smith, Arkansas 72904. So I have a different address. Do you remember a different address that we may have? Um, I have 1220 North 38th, Fort Smith, Arkansas. Okay. Um, that's the one I have. Do you want me to change it? Yes. Okay. What's that new address? 3608 Price Circle, Fort Smith, Arkansas. Did you say Pride or Price? Price. Mm-hmm. And then what was that ZIP code? Um, 72904. Thank you, sir. Wait one second. And then is your phone number still 479-650-6321? Yes, it is. Then I have your first name, last name, 9999@yahoo.com. Yes. Is that still up to date? Yes. Okay. So you do have, um, coverage with us. And it is active. What was the service for and when was it for? Because- Um, well- ... this is the first- Go ahead. ... week that you have active coverage. This is the first week? Mm-hmm. Yes, sir. Oh. Well, I mean, they've been taking... Well, last week, um, I'm pretty sure they took... They did take, you know, so yeah. So if it was for last week, that would cover this week's coverage, which you do have active coverage for this week. But I've, like I said, that's, this is the first week that you have active coverage. That's why you saw that deduction last week. Mm-hmm. So that you could be active this week. Okay. So I- So we- So I wasn't covered for last week? No, sir. Oh, well. Your coverage began, um, yesterday. So, um, you have coverage this week, but this is your first week. Mm-hmm. Yeah. So by Friday, since this is the first week that you have active coverage, um, this Friday or this Thursday, you should be receiving your dental card. If you do want a physical VIP card, which is your medical one, they normally don't send those to your- Mm-hmm. ... address. Um, but if you want, I can go ahead and request a physical one, if you wish to have a physical- Yeah. ... for your VIP standard. Um, and then typically, they're ready by Wednesday. Mm-hmm. Uh, if you do need your card before Friday or Thursday, you're welcome to give us a call back or if you wish, I can, um, be checking throughout the week to see if your card is ready. And then- Okay. ... once it's ready, your VIP standard virtually and your dental card, I can send it to your email on file. But you should be receiving that dental card on Friday or Thursday. And like I said,

normally they don't deliver the VIP ones, but I can go ahead and put in that request, if you do want a physical one. Um, yeah. Do you want- Yeah. That's fine. Well, I mean, I'm, I'm kinda just worried. I mean, is there any- anything I can do or anything, any way y'all can help me? 'Cause I mean, the... I did go to the ER Sunday. So, I can't really do anything, um, since you just had coverage Monday. Mm-hmm. Your coverage started on Monday. Um, I mean- Okay. ... I can transfer you to the carrier, but I can tell you that your coverage did just start Monday. Mm-hmm. So that Sunday visit wouldn't be covered. Wow. Okay. Okay. That's fine. Okay. Um, do you want me to go ahead and also verify if your dental card is available, uh, via email? Usually they're available Wednesday, but I can check real quick and if it is, I can go ahead and send it to your email box. And if it's not, I'll just follow up tomorrow and be checking to see if it's available to be sent to you through a email. Okay. Yeah, that's fine. Okay. Um, can I put you in a brief hold w- while I do that? Yeah. Sure. Um, did you have any more questions, though? Before I put you on hold for that? No, ma'am. Okay. Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card.

Speaker speaker_2: Okay.

Speaker speaker_1: My name is Stephanie.

Speaker speaker_2: Okay.

Speaker speaker_1: How can I assist you? Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yeah. Hi, um... Yeah, um, WorkSource told me to call.

Speaker speaker_1: Okay. Are you trying to enroll into healthcare benefits?

Speaker speaker_2: Well, um, I thought, I thought I was already, I thought I was already paying for, for insurance. I mean, they're taking out, like, some... They're taking out some money from my check, so she just said, uh, follow up on a incident. I'm pretty much just following up on an incident that I had, that I had to go to the ER.

Speaker speaker_1: Okay, and... Okay, let me open your file up, um, so that I can help you. So you work with WorkSource and what are the last four of your Social?

Speaker speaker_2: Uh, 4146.

Speaker speaker_1: Thank you. And for security purposes, could you verify your full address as well as your date of birth?

Speaker speaker_2: Uh, yes. 10/17/95.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yes.

Speaker speaker_1: Yes, sir. And then your address?

Speaker speaker_2: My address, uh, is 3608 Price Circle, Fort Smith, Arkansas 72904.

Speaker speaker_1: So I have a different address. Do you remember a different address that we may have?

Speaker speaker_2: Um, I have 1220 North 38th, Fort Smith, Arkansas.

Speaker speaker_1: Okay. Um, that's the one I have. Do you want me to change it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's that new address?

Speaker speaker_2: 3608 Price Circle, Fort Smith, Arkansas.

Speaker speaker_1: Did you say Pride or Price?

Speaker speaker_2: Price.

Speaker speaker_1: Mm-hmm. And then what was that ZIP code?

Speaker speaker_2: Um, 72904.

Speaker speaker_1: Thank you, sir. Wait one second. And then is your phone number still 479-650-6321?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Then I have your first name, last name, 9999@yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you do have, um, coverage with us. And it is active. What was the service for and when was it for? Because-

Speaker speaker_2: Um, well-

Speaker speaker_1: ... this is the first-

Speaker speaker_2: Go ahead.

Speaker speaker_1: ... week that you have active coverage.

Speaker speaker_2: This is the first week?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_2: Oh. Well, I mean, they've been taking... Well, last week, um, I'm pretty sure they took... They did take, you know, so yeah.

Speaker speaker_1: So if it was for last week, that would cover this week's coverage, which you do have active coverage for this week. But I've, like I said, that's, this is the first week that you have active coverage. That's why you saw that deduction last week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that you could be active this week.

Speaker speaker_2: Okay. So I-

Speaker speaker_1: So we-

Speaker speaker_2: So I wasn't covered for last week?

Speaker speaker_1: No, sir.

Speaker speaker_2: Oh, well.

Speaker speaker_1: Your coverage began, um, yesterday. So, um, you have coverage this week, but this is your first week.

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: So by Friday, since this is the first week that you have active coverage, um, this Friday or this Thursday, you should be receiving your dental card. If you do want a physical VIP card, which is your medical one, they normally don't send those to your-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... address. Um, but if you want, I can go ahead and request a physical one, if you wish to have a physical-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... for your VIP standard. Um, and then typically, they're ready by Wednesday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, if you do need your card before Friday or Thursday, you're welcome to give us a call back or if you wish, I can, um, be checking throughout the week to see if your card is ready. And then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... once it's ready, your VIP standard virtually and your dental card, I can send it to your email on file. But you should be receiving that dental card on Friday or Thursday. And like I said, normally they don't deliver the VIP ones, but I can go ahead and put in that request, if you do want a physical one.

Speaker speaker_2: Um, yeah.

Speaker speaker_1: Do you want-

Speaker speaker_2: Yeah. That's fine. Well, I mean, I'm, I'm kinda just worried. I mean, is there any- anything I can do or anything, any way y'all can help me? 'Cause I mean, the... I did go to the ER Sunday.

Speaker speaker_1: So, I can't really do anything, um, since you just had coverage Monday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Your coverage started on Monday. Um, I mean-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I can transfer you to the carrier, but I can tell you that your coverage did just start Monday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that Sunday visit wouldn't be covered.

Speaker speaker_2: Wow. Okay. Okay. That's fine.

Speaker speaker_1: Okay. Um, do you want me to go ahead and also verify if your dental card is available, uh, via email? Usually they're available Wednesday, but I can check real quick and if it is, I can go ahead and send it to your email box. And if it's not, I'll just follow up tomorrow and be checking to see if it's available to be sent to you through a email.

Speaker speaker_2: Okay. Yeah, that's fine.

Speaker speaker_1: Okay. Um, can I put you in a brief hold w- while I do that?

Speaker speaker_2: Yeah. Sure.

Speaker speaker_1: Um, did you have any more questions, though? Before I put you on hold for that?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. Okay.