

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? Yes, hi. My name is Chris Current. I'm paying for health insurance, uh, and free prescriptions. But the only card I got was a vision card. I don't have no, nothing to do for my free, free prescriptions or for health insurance. Okay. So I need to get in your file to see what plans you have. What staffing agency do you work for? Dority. And then, what are the last four of your social? 0947. And your first and last name? Chris Current. For Cur- um, for security purposes, can you verify your address and date of birth? Um, 300... P.O. Box 23300 East Sixth Street, Breville, Minnesota. Well, with, and my date of birth, 12-17-85. Sorry. And I have 320-766-9327 as your phone number. Is that up-to-date? Yep. Then I have chriscurrent200585@gmail.com? Yeah. Okay. So for your, um... I believe you're talking about your free Rx, right, when it comes to your- Yeah. So that one, that's something that you get virtually. Once you register, that card appears virtual on the account. So you don't get a physical one. It's through the membership. Oh, okay. Yes, sir. So I was- And then... Mm-hmm. Where? And then I was, I was gonna tell you that for your VIP standard plan, that one, they normally don't mail that out to you. So that is something that I have to request the carrier to send out to you. So if you want, I can go ahead and do that as well. And then I can send you- Yes, go ahead. Uh-huh. And then I can send it to you via email as well. Uh, yeah, that works. Okay. Um, is that a good email address? Yep. And then a good address to send it to? Yep. Okay, so I'm gonna go ahead and email that to you. And then I don't know if you ever registered for your free Rx. Did you do that or you want me to send you that email? Send me that email too. I'm not, I'm not 100% sure if I did or not, but I mean- Okay. ... just thinking by, if I'm getting charged for it, I did. So, you would have to register for that. Well, it comes out of each... It cu- it comes out of each paycheck that I'm getting charged for it, so. Okay. So as long as you register, 'cause you do, you're getting charged for it, but you just have to register. Like you have to create- Okay. ... an account. But I'm gonna go ahead and send you both of those things. Right. So that you can do that. All right. But yeah, your card on your free Rx is virtual. So it'll appear on there. Okay. Mm-hmm. All right, thank you. Okay. I'm gonna put you in a brief hold, um, and then once I get back on the phone with you, if you could just verify that you did receive that information that I'm gonna send over to you. Just so that I'm sure that you did get it. Okay. Okay. I'll be right back. Did you just need me to send you your medical card or did you also need like your dental and vision? I, I have, I have a vision card. That's all I got. Okay, so also dental. Okay. I'm gonna go ahead and email that real quick. I just emailed that to your email file, so you should be getting two emails, one with the card and then the other one with the free Rx on the inside. Okay. I got the free Rx one already, but not the other one, so. I just sent it. Do you have my- I, I just got it. Perfect. Okay. Okay. And then if you need any other assistance, we're open from 8:00 AM up until 8:00 PM Monday through Friday. But, um,

once you register, you should be set. All right, perfect. All right. Well, I hope you have a great day. Yep, you too. 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: Yes, hi. My name is Chris Current. I'm paying for health insurance, uh, and free prescriptions. But the only card I got was a vision card. I don't have no, nothing to do for my free, free prescriptions or for health insurance.

Speaker speaker_0: Okay. So I need to get in your file to see what plans you have. What staffing agency do you work for?

Speaker speaker_1: Dority.

Speaker speaker_0: And then, what are the last four of your social?

Speaker speaker_1: 0947.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Chris Current.

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

Speaker speaker_1: Um, 300... P.O. Box 23300 East Sixth Street, Breville, Minnesota. Well, with, and my date of birth, 12-17-85. Sorry.

Speaker speaker_0: And I have 320-766-9327 as your phone number. Is that up-to-date?

Speaker speaker_1: Yep.

Speaker speaker_0: Then I have chriscurrent200585@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So for your, um... I believe you're talking about your free Rx, right, when it comes to your-

Speaker speaker_1: Yeah.

Speaker speaker_0: So that one, that's something that you get virtually. Once you register, that card appears virtual on the account. So you don't get a physical one. It's through the membership.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So I was-

Speaker speaker_0: And then... Mm-hmm.

Speaker speaker_1: Where?

Speaker speaker_0: And then I was, I was gonna tell you that for your VIP standard plan, that one, they normally don't mail that out to you. So that is something that I have to request the carrier to send out to you. So if you want, I can go ahead and do that as well. And then I can send you-

Speaker speaker_1: Yes, go ahead.

Speaker speaker_0: Uh-huh. And then I can send it to you via email as well.

Speaker speaker_1: Uh, yeah, that works.

Speaker speaker_0: Okay. Um, is that a good email address?

Speaker speaker_1: Yep.

Speaker speaker_0: And then a good address to send it to?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so I'm gonna go ahead and email that to you. And then I don't know if you ever registered for your free Rx. Did you do that or you want me to send you that email?

Speaker speaker_1: Send me that email too. I'm not, I'm not 100% sure if I did or not, but I mean-

Speaker speaker_0: Okay.

Speaker speaker_1: ... just thinking by, if I'm getting charged for it, I did.

Speaker speaker_0: So, you would have to register for that.

Speaker speaker_1: Well, it comes out of each... It cu- it comes out of each paycheck that I'm getting charged for it, so.

Speaker speaker_0: Okay. So as long as you register, 'cause you do, you're getting charged for it, but you just have to register. Like you have to create-

Speaker speaker_1: Okay.

Speaker speaker_0: ... an account. But I'm gonna go ahead and send you both of those things.

Speaker speaker_1: Right.

Speaker speaker_0: So that you can do that.

Speaker speaker_1: All right.

Speaker speaker_0: But yeah, your card on your free Rx is virtual. So it'll appear on there.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Okay. I'm gonna put you in a brief hold, um, and then once I get back on the phone with you, if you could just verify that you did receive that information that I'm gonna send over to you. Just so that I'm sure that you did get it.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I'll be right back. Did you just need me to send you your medical card or did you also need like your dental and vision?

Speaker speaker_1: I, I have, I have a vision card. That's all I got.

Speaker speaker_0: Okay, so also dental. Okay. I'm gonna go ahead and email that real quick. I just emailed that to your email file, so you should be getting two emails, one with the card and then the other one with the free Rx on the inside.

Speaker speaker_1: Okay. I got the free Rx one already, but not the other one, so.

Speaker speaker_0: I just sent it. Do you have my-

Speaker speaker_1: I, I just got it. Perfect.

Speaker speaker_0: Okay. Okay. And then if you need any other assistance, we're open from 8:00 AM up until 8:00 PM Monday through Friday. But, um, once you register, you should be set.

Speaker speaker_1: All right, perfect.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Yep, you too. Bye.