

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? Uh, yes, I need to talk to you about my insurance please. Okay. How can I help you? Okay. Uh, there's one card that they said I needed to call back because they wouldn't mail it, but- Okay. ... I need to... You okay? Okay. What's, what staffing agency are you with? Uh, Megaforce. Megaforce, okay. And then what are the last four of your Social? 2008. For security purposes, can you please verify your address and date of birth for me? Address is 811 Jocelyn Street, Reidsville, North Carolina 27320, 12/31/66. Thank you. I have 336-432-2273 as your phone number. That's me. And then I have gsteven2424@gmail.com. Is that up to date? That's... You got another one. It's Joyce. Yeah, there's joycestevens222- Yeah. ...2@yahoo.com. Yeah, that's the second area. Yeah. Yeah, hers I can print off of. Mine won't let me print off of it. Okay. Yeah, so let's see. Did you become active? April. Let's see. Okay. So, you needed us to m- um, email you your cards? Well, uh, they're supposedly on the way, right? Yes. So, since you just became active last week, most likely you should be receiving them either this week or next. Um, for now I can definitely send you your dental and vision as well as your NEC and Insure Plus card via email, and I was gonna let you know that for your medical, which is your Insure Plus Basic, that card they normally don't mail it out. So if you want, I can go ahead and request it 'cause you sh- for sure should be getting dental- Yeah. ... vision and your preventative verse. That was the one I needed to call back and ask- To request it? ... if you would do that. Okay. Yeah. Yeah. So I can. Um, is that a good address to send the cards to? Yes, ma'am. Okay. Um, and then for the email, um, I can go ahead and email them to you as well. Did you want me to send it to both emails or do you prefer one over another? Just Joyce. Okay. I'll be right back. I'm gonna put you in a brief hold while I get that ready. Okay. Joyce? Yes? They're emailing them to you. Oh, okay. I have nothing right now, sweetie. But they're on their way in the mail too. Oh, okay. I thought you might want the insurance, um, getting the card. No. Huh? I don't want it. I'm not gonna... Hey. Howdy. That's what I'm saying, it's- No. It's just a stench, man. The ashes are here. Come here. It's over there. Man, it's really gross. You all right? I said, I can't open the fucking door. Do you want to have to use the chair on me now? Hey! What's that call about? About what? When you sent one card. Oh, I see. Can I get a coffee? Look, it's so important that I send more than one card. All right. You got it. All right. We're doing nothing, okay? Hey, figure this out, baby. I'll be right back. Oh, baby. Cryin' all the way home. Just call me when you're done. Not able to do that. Huh? You're good. When am I getting to eat? Oh, look at that. You're having beef jerky. Ah, I think I missed a bit. I guess we're going to Pete's now. What? I'm sorry. I went ahead and emailed that to you. Do you mind confirming that you received that email as well as I went ahead and requested that card for you? Okay. Joyce, check your email. And then if she doesn't see it, I would also check the spam and the junk. It should come from info@benefitsinacar.com. Info

on- Yes. Yeah. So you got it? Okay, that's good. So you should be getting that... those cards soon. And then, the InsurePlus, which is your medical, I went ahead and requested it, so you're gonna get that a little later. Okay. Which one's for prescriptions? Uh, both of them have prescription benefits, so you have, um, your preventative which is the NEC, that one's through Alexar. It's gonna say Alexar on the card. And then, for your InsurePlus, which is your medical plan, the one that actually goes for the doctor if you get sick or urgent care, um, that one is gonna say APL and it's gonna say PharmaVille. So you have pre- two different carriers when it comes to your prescription benefits. For your preventative through Alexar and for your actual hospital indemnity, it's, um, PharmaVille. So it's on the cards also. Oh, okay. Sounds great. You done a hell of a job. All right. Well, I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. All right. Thank you very much. Thank you. Mm, bye-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: Uh, yes, I need to talk to you about my insurance please.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Okay. Uh, there's one card that they said I needed to call back because they wouldn't mail it, but-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I need to... You okay?

Speaker speaker_0: Okay. What's, what staffing agency are you with?

Speaker speaker_1: Uh, Megaforce.

Speaker speaker_0: Megaforce, okay. And then what are the last four of your Social?

Speaker speaker_1: 2008.

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

Speaker speaker_1: Address is 811 Jocelyn Street, Reidsville, North Carolina 27320, 12/31/66.

Speaker speaker_0: Thank you. I have 336-432-2273 as your phone number.

Speaker speaker_1: That's me.

Speaker speaker_0: And then I have gstevens2424@gmail.com. Is that up to date?

Speaker speaker_1: That's... You got another one. It's Joyce.

Speaker speaker_0: Yeah, there's joycestevens222-

Speaker speaker_1: Yeah.

Speaker speaker_0: ...2@yahoo.com. Yeah, that's the second area.

Speaker speaker_1: Yeah. Yeah, hers I can print off of. Mine won't let me print off of it.

Speaker speaker_0: Okay. Yeah, so let's see. Did you become active? April. Let's see. Okay. So, you needed us to m- um, email you your cards?

Speaker speaker_1: Well, uh, they're supposedly on the way, right?

Speaker speaker_0: Yes. So, since you just became active last week, most likely you should be receiving them either this week or next. Um, for now I can definitely send you your dental and vision as well as your NEC and Insure Plus card via email, and I was gonna let you know that for your medical, which is your Insure Plus Basic, that card they normally don't mail it out. So if you want, I can go ahead and request it 'cause you sh- for sure should be getting dental-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... vision and your preventative verse.

Speaker speaker_1: That was the one I needed to call back and ask-

Speaker speaker_0: To request it?

Speaker speaker_1: ... if you would do that.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah. So I can. Um, is that a good address to send the cards to?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, and then for the email, um, I can go ahead and email them to you as well. Did you want me to send it to both emails or do you prefer one over another?

Speaker speaker_1: Just Joyce.

Speaker speaker_0: Okay. I'll be right back. I'm gonna put you in a brief hold while I get that ready.

Speaker speaker_1: Okay. Joyce?

Speaker speaker_2: Yes?

Speaker speaker_1: They're emailing them to you.

Speaker speaker_2: Oh, okay.

Speaker speaker_3: I have nothing right now, sweetie.

Speaker speaker_1: But they're on their way in the mail too.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: I thought you might want the insurance, um, getting the card.

Speaker speaker_2: No.

Speaker speaker_1: Huh?

Speaker speaker_2: I don't want it. I'm not gonna...

Speaker speaker_1: Hey.

Speaker speaker_2: Howdy.

Speaker speaker_4: That's what I'm saying, it's-

Speaker speaker_0: No.

Speaker speaker_4: It's just a stench, man. The ashes are here.

Speaker speaker_5: Come here. It's over there. Man, it's really gross.

Speaker speaker_6: You all right?

Speaker speaker_4: I said, I can't open the fucking door. Do you want to have to use the chair on me now? Hey!

Speaker speaker_7: What's that call about?

Speaker speaker_4: About what?

Speaker speaker_7: When you sent one card.

Speaker speaker_4: Oh, I see.

Speaker speaker_7: Can I get a coffee?

Speaker speaker_4: Look, it's so important that I send more than one card.

Speaker speaker_7: All right. You got it. All right. We're doing nothing, okay?

Speaker speaker_4: Hey, figure this out, baby. I'll be right back.

Speaker speaker_8: Oh, baby.

Speaker speaker_4: Cryin' all the way home.

Speaker speaker_6: Just call me when you're done.

Speaker speaker_4: Not able to do that.

Speaker speaker_7: Huh?

Speaker speaker_4: You're good.

Speaker speaker_7: When am I getting to eat?

Speaker speaker_4: Oh, look at that. You're having beef jerky. Ah, I think I missed a bit.

Speaker speaker_7: I guess we're going to Pete's now.

Speaker speaker_4: What?

Speaker speaker_0: I'm sorry. I went ahead and emailed that to you. Do you mind confirming that you received that email as well as I went ahead and requested that card for you?

Speaker speaker_7: Okay. Joyce, check your email.

Speaker speaker_0: And then if she doesn't see it, I would also check the spam and the junk. It should come from info@benefitsinacar.com.

Speaker speaker_4: Info on-

Speaker speaker_7: Yes.

Speaker speaker_4: Yeah.

Speaker speaker_7: So you got it?

Speaker speaker_0: Okay, that's good. So you should be getting that... those cards soon. And then, the InsurePlus, which is your medical, I went ahead and requested it, so you're gonna get that a little later.

Speaker speaker_7: Okay. Which one's for prescriptions?

Speaker speaker_0: Uh, both of them have prescription benefits, so you have, um, your preventative which is the NEC, that one's through Alexar. It's gonna say Alexar on the card. And then, for your InsurePlus, which is your medical plan, the one that actually goes for the doctor if you get sick or urgent care, um, that one is gonna say APL and it's gonna say PharmaVille. So you have pre- two different carriers when it comes to your prescription benefits. For your preventative through Alexar and for your actual hospital indemnity, it's, um, PharmaVille. So it's on the cards also.

Speaker speaker_7: Oh, okay. Sounds great. You done a hell of a job.

Speaker speaker_0: All right. Well, I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_7: All right. Thank you very much.

Speaker speaker_0: Thank you.

Speaker speaker_7: Mm, bye-bye.