

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? Um, yeah. I need some information on my Benefits in a Card benefits. What staffing- I, um- Mm-hmm. What staffing- Pardon? ... agency are you working with? MAU. And then what are the last four of your social? 4854. Okay. And your- 4854. And your first and last name, please? Nicholas Wagner. W-A-G-N-E-R. Okay. And can you let me know- I haven't received a card or any other information, and I need to- Okay. ... number. Um, could, could you please verify your address and date of birth for me? 8924 Franconia Drive, Summerville, South Carolina, and it's 3/30 of '94. 206-415-0742 is your phone number? Yes. And then, um, I have your gary.m.winn@yahoo.com? Yeah. That's mine right there. Okay. So, it looks like you just became active this week. So, since you just became active this week, you may receive your card either today or by the end of next week. But if you want- Okay. ... I can go ahead and email them to you. Yeah, could you, please? Yes, sir. Um- I need to see a doctor. So, for your dental and vision, you should be getting those first, and then for your medical card, which is the Ensure Plus Enhanced, normally they don't mail that one out to you. So, if you do want, I can go ahead and put in a request. So, you should be getting two cards, dental and vision first, and then you're gonna get your Ensure Plus Enhanced if you want me to request it already. Okay. My mail went already today, and nothing came, so- Okay, so probably be- ... that's the next step. ... next week. Correct. Okay. Um, do you want me to go ahead and put a request for your medical card, though? Yeah, could you, please? Okay, yeah. Um, can I put you in a brief hold while I email that to the email file? Yeah, and then I need... I have some pharmacy information I need, too. Yeah. So, um, the pharmacy information's gonna be on the card as well. Okay. But I need, I need to know if a drug is covered. Yeah. So, you're gonna have to contact the pharmacy, 'cause I don't- Oh, okay. I'm sorry. ... actually have that information. But all that information regarding the pharmacy is gonna be on the card that I'm gonna send to you. Okay. And then once you reach that number, they'll let you know if it's covered or not, and if it is, how much. But they'll let- Okay. ... you know at the pharmacy. Um, but, um, I'm gonna go ahead and email that information to you. Okay. I'll be waiting here. Okay. Thank you for your hold. I went ahead and emailed that to you. Um, do you mind verifying that you received the cards? They should come from an email that says info@benefitsinacard.com. Yes. Uh, I see the email. And... "Please attach for me to look at..." And then when you open those cards, the pharmacy information should be there for the Insure Plus Enhance. It's gonna say Pharmaville. And then it'll give you the phone number to contact. Okay. And then, uh, please, is this the same number for the medical providers? No. Um, so with the plan- So I need to try a different- So, so with the plan that you have, you're not required to stay within the network as long as the provider takes that insurance. Um, if you do wanna be in, in the network though, you can just contact that number that I wrote down on the

email. And they'll give me a list? For the medical... Correct. Okay. But like I said, it doesn't require a network requirement, but you're welcome to use the providers also. Mm-hmm. Okay. All right. Okay. Well, thank you very much. You're welcome. Did you want me to transfer you to the Pharmaville? Yeah. Okay. Well, I hope you have a great day. I'm about to transfer your call. Okay. Thank you very much. Bye. You're welcome.

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: Um, yeah. I need some information on my Benefits in a Card benefits.

Speaker speaker_0: What staffing-

Speaker speaker_1: I, um-

Speaker speaker_0: Mm-hmm. What staffing-

Speaker speaker_1: Pardon?

Speaker speaker_0: ... agency are you working with?

Speaker speaker_1: MAU.

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

Speaker speaker_1: 4854.

Speaker speaker_0: Okay. And your-

Speaker speaker_1: 4854.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Nicholas Wagner. W-A-G-N-E-R.

Speaker speaker_0: Okay. And can you let me know-

Speaker speaker_1: I haven't received a card or any other information, and I need to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... number.

Speaker speaker_0: Um, could, could you please verify your address and date of birth for me?

Speaker speaker_1: 8924 Franconia Drive, Summerville, South Carolina, and it's 3/30 of '94.

Speaker speaker_0: 206-415-0742 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then, um, I have your gary.m.winn@yahoo.com?

Speaker speaker_1: Yeah. That's mine right there.

Speaker speaker_0: Okay. So, it looks like you just became active this week. So, since you just became active this week, you may receive your card either today or by the end of next week. But if you want-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can go ahead and email them to you.

Speaker speaker_1: Yeah, could you, please?

Speaker speaker_0: Yes, sir. Um-

Speaker speaker_1: I need to see a doctor.

Speaker speaker_0: So, for your dental and vision, you should be getting those first, and then for your medical card, which is the Ensure Plus Enhanced, normally they don't mail that one out to you. So, if you do want, I can go ahead and put in a request. So, you should be getting two cards, dental and vision first, and then you're gonna get your Ensure Plus Enhanced if you want me to request it already.

Speaker speaker_1: Okay. My mail went already today, and nothing came, so-

Speaker speaker_0: Okay, so probably be-

Speaker speaker_1: ... that's the next step.

Speaker speaker_0: ... next week. Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, do you want me to go ahead and put a request for your medical card, though?

Speaker speaker_1: Yeah, could you, please?

Speaker speaker_0: Okay, yeah. Um, can I put you in a brief hold while I email that to the email file?

Speaker speaker_1: Yeah, and then I need... I have some pharmacy information I need, too.

Speaker speaker_0: Yeah. So, um, the pharmacy information's gonna be on the card as well.

Speaker speaker_1: Okay. But I need, I need to know if a drug is covered.

Speaker speaker_0: Yeah. So, you're gonna have to contact the pharmacy, 'cause I don't-

Speaker speaker_1: Oh, okay. I'm sorry.

Speaker speaker_0: ... actually have that information. But all that information regarding the pharmacy is gonna be on the card that I'm gonna send to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once you reach that number, they'll let you know if it's covered or not, and if it is, how much. But they'll let-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you know at the pharmacy. Um, but, um, I'm gonna go ahead and email that information to you.

Speaker speaker_1: Okay. I'll be waiting here.

Speaker speaker_0: Okay. Thank you for your hold. I went ahead and emailed that to you. Um, do you mind verifying that you received the cards? They should come from an email that says info@benefitsinacard.com.

Speaker speaker_2: Yes. Uh, I see the email. And... "Please attach for me to look at..."

Speaker speaker_0: And then when you open those cards, the pharmacy information should be there for the Insure Plus Enhance. It's gonna say Pharmaville. And then it'll give you the phone number to contact.

Speaker speaker_2: Okay. And then, uh, please, is this the same number for the medical providers?

Speaker speaker_0: No. Um, so with the plan-

Speaker speaker_2: So I need to try a different-

Speaker speaker_0: So, so with the plan that you have, you're not required to stay within the network as long as the provider takes that insurance. Um, if you do wanna be in, in the network though, you can just contact that number that I wrote down on the email.

Speaker speaker_2: And they'll give me a list?

Speaker speaker_0: For the medical... Correct.

Speaker speaker_2: Okay.

Speaker speaker_0: But like I said, it doesn't require a network requirement, but you're welcome to use the providers also. Mm-hmm.

Speaker speaker_2: Okay. All right. Okay. Well, thank you very much.

Speaker speaker_0: You're welcome. Did you want me to transfer you to the Pharmaville?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. Well, I hope you have a great day. I'm about to transfer your call.

Speaker speaker_2: Okay. Thank you very much. Bye.

Speaker speaker_0: You're welcome.