

Transcript: Francesca

Baez-4571874330329088-4563558619332608

Full Transcript

<<I'm gonna put that in a card. My name is Francesca, how can I assist you today? Hey, Francesca. I got a- a message from my phone saying to register for the benefits, for BD. Okay, how can we help you? Um, I was just trying to see, because I know I did, uh, accept some of the plans that y'all had there, and they take out, uh, I think they take like \$20 out of my check. So I'm just trying to see, do I, is there like a benefit card that I get or anything or how does it work? Okay. What are the last four of the social security to locate the account? Uh, the last four of my social? Yes, sir. 7416... And the last name? Garcia. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Okay. Um, it's going to be BigDog... Or actually, no, it's another one. I don't know, sir. Your mailing address will be where you get your mail delivered to, like your home address. Oh, I thought you meant my email. My bad. Um, 15307 Dettahuntz Lane, San Angelo, Texas. And the date of birth? 05-18-1997. You have the best phone number to reach you down as 512-709-3248? Yes. And your email is down as BigTexasHJB@gmail.com? Yes, that's the one. So I do see here that your benefits became active last Monday, the 14th of April. So those benefit cards would have been sent out on the mail by that Friday. By this Friday, okay. Yes, sir. And it was a... How long do you think that would usually take? Or should it have been here already? So we don't send those out. The carriers do. We don't have a way to have an ETA on them, on specifically where they are. We just have that set time frame of roughly three to four weeks. If you would like to, I can get a digital copy of those cards to send to your email. Yeah, can we do that? Sure thing, sir. I'll place you in a quick hold while I download them and I'll be right back. Okay, thank you. Of course. Thank you for 2272 2272, your medical preventative and vision, and the other one, your dental card. Okay, sorry, you had broke off there. Can you repeat that one more time? I sent you all three of your benefit cards, one for vision and medical preventative, one for dental. Okay. And did it come through my email? Was there anything else we can assist you with? Yes, sir. Uh, no. That's, that'll be it. I was just calling because of that, that, um, message I had got. So I wanted to make sure that I had enrolled in it. Understood. Was there anything else we can assist you with today, aside from it? Uh, no, that, that should be it. I mean, when they come in or they're already activated, right? Yes, sir. This will be your second week active. Okay. So I can like, say, say if I need to go, you know, get my eyes checked out, I can head over there today or something? Yes, sir. Just keep in mind that your medical preventative has a network requirement. With vision and dental not so much, as long as they do take your carriers. Okay, so it's gonna have to be anybody that takes the carrier? Yes, sir. Okay, I got you. Well, then, that'll be it then. Thank you again for your help. Of course, hope you have a wonderful rest of your day, and thank you for your time today. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: <<I'm gonna put that in a card. My name is Francesca, how can I assist you today?

Speaker speaker_1: Hey, Francesca. I got a- a message from my phone saying to register for the benefits, for BD.

Speaker speaker_0: Okay, how can we help you?

Speaker speaker_1: Um, I was just trying to see, because I know I did, uh, accept some of the plans that y'all had there, and they take out, uh, I think they take like \$20 out of my check. So I'm just trying to see, do I, is there like a benefit card that I get or anything or how does it work?

Speaker speaker_0: Okay. What are the last four of the social security to locate the account?

Speaker speaker_1: Uh, the last four of my social?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 7416...

Speaker speaker_0: And the last name?

Speaker speaker_1: Garcia.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Okay. Um, it's going to be BigDog... Or actually, no, it's another one.

Speaker speaker_0: I don't know, sir. Your mailing address will be where you get your mail delivered to, like your home address.

Speaker speaker_1: Oh, I thought you meant my email. My bad. Um, 15307 Dettahuntz Lane, San Angelo, Texas.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: 05-18-1997.

Speaker speaker_0: You have the best phone number to reach you down as 512-709-3248?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is down as BigTexasHJB@gmail.com?

Speaker speaker_1: Yes, that's the one.

Speaker speaker_0: So I do see here that your benefits became active last Monday, the 14th of April. So those benefit cards would have been sent out on the mail by that Friday.

Speaker speaker_1: By this Friday, okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And it was a... How long do you think that would usually take? Or should it have been here already?

Speaker speaker_0: So we don't send those out. The carriers do. We don't have a way to have an ETA on them, on specifically where they are. We just have that set time frame of roughly three to four weeks. If you would like to, I can get a digital copy of those cards to send to your email.

Speaker speaker_1: Yeah, can we do that?

Speaker speaker_0: Sure thing, sir. I'll place you in a quick hold while I download them and I'll be right back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Thank you for 2272 2272, your medical preventative and vision, and the other one, your dental card.

Speaker speaker_1: Okay, sorry, you had broke off there. Can you repeat that one more time?

Speaker speaker_0: I sent you all three of your benefit cards, one for vision and medical preventative, one for dental.

Speaker speaker_1: Okay. And did it come through my email?

Speaker speaker_0: Was there anything else we can assist you with? Yes, sir.

Speaker speaker_1: Uh, no. That's, that'll be it. I was just calling because of that, that, um, message I had got. So I wanted to make sure that I had enrolled in it.

Speaker speaker_0: Understood. Was there anything else we can assist you with today, aside from it?

Speaker speaker_1: Uh, no, that, that should be it. I mean, when they come in or they're already activated, right?

Speaker speaker_0: Yes, sir. This will be your second week active.

Speaker speaker_1: Okay. So I can like, say, say if I need to go, you know, get my eyes checked out, I can head over there today or something?

Speaker speaker_0: Yes, sir. Just keep in mind that your medical preventative has a network requirement. With vision and dental not so much, as long as they do take your carriers.

Speaker speaker_1: Okay, so it's gonna have to be anybody that takes the carrier?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, I got you. Well, then, that'll be it then. Thank you again for your help.

Speaker speaker_0: Of course, hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.