

## Transcript: Francesca

**Baez-4832313578405888-5790055315062784**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? I want to know, uh, my name is Christopher Edwards and, uh, I want to know if my card is activated. So we're Benefits in a Cart administrators of the health insurance. Health insurance benefit cards don't need to be activated. If you receive it, it means that your policy itself was activated already. Okay. As far as whether or not it's currently active, I'll have to take a look and see. If you are talking in regards- Okay. ... to the card that they provide your pay stub on, you'll have to speak with your staffing directly. Okay then. Thank you. Of course. Was there anything else that we can assist you with today? Uh, that'd be it. I just wanted to know was it active. Okay, sir. For clarification purposes, I advise you that I'm not sure which card you're talking on. Can you please give more details so that I can further assist you and make sure that you're leaving with all the information that you need? Serge. Serge. Okay, so sir- Um. ... I understand that it's a staffing company. Um, my question is, what type of card you're talking about, sir? Just the health and benefits card, the medical and, and, uh, pharmacy. I don't... Uh, it just, it say 90 Degrees benefit card. Other than that, I don't know what else. Same. I will have to get into your accounts and see what the benefit card is for. What are the last four of your Social? Uh, 0757. And your last name, please? Christopher Edwards. Please verify your mailing address and date of birth. 807 Avenue A, and my date of birth is 4/22/1972. We show a bus phone number to reach you, 256-873-1108? Yes. We have your email bound as chriscedwardadword8zero@gmail.com? Yes. Sir, you are auto-enrolled into the medical preventative care plan by Serge Company policy. That plan only- Yeah. ... covers preventative services. It does look like it hasn't been accessed since December 16, 2024. Okay. So what you mean it was, uh... It's, it's for what now? What'd you say? It's a medical preventative care plan. Oh, okay. Well, that was all I needed to know then. Um, just wanna make sure that you stay with the network when using it, since it does have that network requirement. Okay, where's the network? I don't know where's the network. It will be on the front of the card. 'Cause the paper- Um... Go ahead. The, the paper that came with the card, it, it don't have nothing but a address on it. It'll be on the front- That's all that... ... of the card. Okay, go ahead. I'm sorry. Okay. So the... Well, I don't know where this... I don't know where I'm gonna have to go to a doctor at to, to be in... Well, I'll figure it out. Just thank you. Okay, I was just trying to tell you sir, in the front of the card where there is three to four squares, there's going to be the multi-plan information. That is the network provider. They can- Okay. ... advise you on which providers in your area are within that network. Oh, okay. All right. Well, thank you. No problem. Have a wonderful rest of your day. Thank you for your time today. You too.

## 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 Cart. My name is Francesca. How can I assist you today?

Speaker speaker\_2: I want to know, uh, my name is Christopher Edwards and, uh, I want to know if my card is activated.

Speaker speaker\_1: So we're Benefits in a Cart administrators of the health insurance. Health insurance benefit cards don't need to be activated. If you receive it, it means that your policy itself was activated already.

Speaker speaker\_2: Okay.

Speaker speaker\_1: As far as whether or not it's currently active, I'll have to take a look and see. If you are talking in regards-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to the card that they provide your pay stub on, you'll have to speak with your staffing directly.

Speaker speaker\_2: Okay then. Thank you.

Speaker speaker\_1: Of course. Was there anything else that we can assist you with today?

Speaker speaker\_2: Uh, that'd be it. I just wanted to know was it active.

Speaker speaker\_1: Okay, sir. For clarification purposes, I advise you that I'm not sure which card you're talking on. Can you please give more details so that I can further assist you and make sure that you're leaving with all the information that you need?

Speaker speaker\_2: Serge. Serge.

Speaker speaker\_1: Okay, so sir-

Speaker speaker\_2: Um.

Speaker speaker\_1: ... I understand that it's a staffing company. Um, my question is, what type of card you're talking about, sir?

Speaker speaker\_2: Just the health and benefits card, the medical and, and, uh, pharmacy. I don't... Uh, it just, it say 90 Degrees benefit card. Other than that, I don't know what else.

Speaker speaker\_3: Same.

Speaker speaker\_1: I will have to get into your accounts and see what the benefit card is for. What are the last four of your Social?

Speaker speaker\_2: Uh, 0757.

Speaker speaker\_1: And your last name, please?

Speaker speaker\_2: Christopher Edwards.

Speaker speaker\_1: Please verify your mailing address and date of birth.

Speaker speaker\_2: 807 Avenue A, and my date of birth is 4/22/1972.

Speaker speaker\_1: We show a bus phone number to reach you, 256-873-1108?

Speaker speaker\_2: Yes.

Speaker speaker\_1: We have your email bound as chrisjcedwardadword8zero@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Sir, you are auto-enrolled into the medical preventative care plan by Serge Company policy. That plan only-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... covers preventative services. It does look like it hasn't been accessed since December 16, 2024.

Speaker speaker\_2: Okay. So w- what you mean it was, uh... It's, it's for what now? What'd you say?

Speaker speaker\_1: It's a medical preventative care plan.

Speaker speaker\_2: Oh, okay. Well, that was all I needed to know then.

Speaker speaker\_1: Um, just wanna make sure that you stay with the network when using it, since it does have that network requirement.

Speaker speaker\_2: Okay, where's the network? I don't know where's the network.

Speaker speaker\_1: It will be on the front of the card.

Speaker speaker\_2: 'Cause the paper-

Speaker speaker\_1: Um... Go ahead.

Speaker speaker\_2: The, the paper that came with the card, it, it don't have nothing but a address on it.

Speaker speaker\_1: It'll be on the front-

Speaker speaker\_2: That's all that...

Speaker speaker\_1: ... of the card. Okay, go ahead. I'm sorry.

Speaker speaker\_2: Okay. So the... Well, I don't know where this... I don't know where I'm gonna have to go to a doctor at to, to be in... Well, I'll figure it out. Just thank you.

Speaker speaker\_1: Okay, I was just trying to tell you sir, in the front of the card where there is three to four squares, there's going to be the multi-plan information. That is the network provider. They can-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... advise you on which providers in your area are within that network.

Speaker speaker\_2: Oh, okay. All right. Well, thank you.

Speaker speaker\_1: No problem. Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: You too.