Transcript: Franchesca Baez-4945333167243264-6020083301924864

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, my name is Latisha Palmer. I was just seeing if my, um, if my Medicaid, well, not Medicaid but my insurance was active. What staffing company are you with? Ma'am? What staffing company are you with? ConAya. What are the last four of the social and the last name? The last four is 6549 and la- last name is Palmer. Please verify your mailing address and your date of birth to make sure I have the right account. It's 5620 Baltimore Boulevard, Louisville, Kentucky 40218. My birthday is May 23rd, 1975. We have a telephone number to reach you, same as the one you called on, 502-965-780, with the email of first name last name @gmail.com. Yeah, and my phone number, the last, is 7089? Yes, ma'am. Okay. I thought, I thought you said 80. Let's see. Actually, you've been active for a while now, um, your policy has- Okay, I was just making sure. Oh, okay. Oh, you meant that like just for this- But isn't- ... if they were active? Y- no, no I was just making sure I was 'cause I was at a doctor's appointment and I wanted to make sure. But is there any way that you can send my policy numbers because I don't have my card with me, to my email? Yes, ma'am. All right, thank you. Of course. Did you need me to send it for all three plans or just the medical? Uh, it could be all three. That's fine. Understood. So, I'll be sending it from our office email which is info@benefitsinacard.com. Okay. Would you like me to place in a quick call where I download them to send them to you? Sure, you can. All right, bear with me one moment. Mm-hmm. Hello? Hello? Hello? Hello? Hello? Thank you so much for waiting, so I went ahead and- Oh, no. ... there's gonna be three PDF files in total. Okay, thank you. Of course. Anything else we can assist you with today? No, ma'am there was all. Yeah. Have a great day and thank you for calling Benefits in a Card. You too. Yes, I did. I did tell you that she was emailing me.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, my name is Latisha Palmer. I was just seeing if my, um, if my Medicaid, well, not Medicaid but my insurance was active.

Speaker speaker_0: What staffing company are you with?

Speaker speaker_1: Ma'am?

Speaker speaker_0: What staffing company are you with?

Speaker speaker_1: ConAya.

Speaker speaker_0: What are the last four of the social and the last name?

Speaker speaker_1: The last four is 6549 and la- last name is Palmer.

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

Speaker speaker_1: It's 5620 Baltimore Boulevard, Louisville, Kentucky 40218. My birthday is May 23rd, 1975.

Speaker speaker_0: We have a telephone number to reach you, same as the one you called on, 502-965-780, with the email of first name last name @gmail.com.

Speaker speaker_1: Yeah, and my phone number, the last, is 7089?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I thought, I thought you said 80.

Speaker speaker_0: Let's see. Actually, you've been active for a while now, um, your policy has-

Speaker speaker_1: Okay, I was just making sure.

Speaker speaker_0: Oh, okay. Oh, you meant that like just for this-

Speaker speaker_1: But isn't-

Speaker speaker_0: ... if they were active?

Speaker speaker_1: Y- no, no I was just making sure I was 'cause I was at a doctor's appointment and I wanted to make sure. But is there any way that you can send my policy numbers because I don't have my card with me, to my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Of course. Did you need me to send it for all three plans or just the medical?

Speaker speaker_1: Uh, it could be all three. That's fine.

Speaker speaker_0: Understood. So, I'll be sending it from our office email which is info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like me to place in a quick call where I download them to send them to you?

Speaker speaker_1: Sure, you can.

Speaker speaker_0: All right, bear with me one moment.

Speaker speaker_1: Mm-hmm. Hello? Hello? Hello? Hello? Hello? Thank you so much for waiting, so I went ahead and- Oh, no.

Speaker speaker_0: ... there's gonna be three PDF files in total.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Anything else we can assist you with today?

Speaker speaker_1: No, ma'am there was all. Yeah.

Speaker speaker_0: Have a great day and thank you for calling Benefits in a Card.

Speaker speaker_1: You too. Yes, I did. I did tell you that she was emailing me.