

Transcript: Francesca

Baez-5288415837601792-6704305930027008

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, I was just calling to see if this insurance already active, if I can use it now or what? Okay, I'll take a look and see. What staffing company do you work with? Crown. What are the last four of your Social? 7096. And the last name? Birge, B-I-R-G-E. Okay. And to make sure that I located the correct account, can you please verify your mailing address and date of birth for me, please? 10621 North 700 West DuPont, Indiana 47231. And date of birth is 8-14-1990. I have that phone number, 812-621-8, I mean, 3889. Yep. That'd be my cell. And I have your email down as brad, your last name, 90_breville@hotmail.com? Yes. Okay. Um, yes, sir. Auto enrollment took effect and enrolled you automatically into that Medical Preventative Care Plan and you are currently active with it. There's a possibility that you have not received the card because it was mailed out during the 28th of February, so it could still be in transit. Yeah, I got the card, I just didn't know if it was valid yet or not. I'll just sit here signing- Employee ID and then employee name, medical coverage employee. And then just keep in mind, your plan does have a network requirement, so make sure you're calling multi-plan networks to make sure the providers and doctors you've seen are within that cover network list. Okay, thank you. Of course. Was there anything else I can assist you with today? Nope, that was it. Have a great day. You too. Bye.

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: Yeah, I was just calling to see if this insurance already active, if I can use it now or what?

Speaker speaker_0: Okay, I'll take a look and see. What staffing company do you work with?

Speaker speaker_1: Crown.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 7096.

Speaker speaker_0: And the last name?

Speaker speaker_1: Birge, B-I-R-G-E.

Speaker speaker_0: Okay. And to make sure that I located the correct account, can you please verify your mailing address and date of birth for me, please?

Speaker speaker_1: 10621 North 700 West DuPont, Indiana 47231. And date of birth is 8-14-1990.

Speaker speaker_0: I have that phone number, 812-621-8, I mean, 3889.

Speaker speaker_1: Yep. That'd be my cell.

Speaker speaker_0: And I have your email down as brad, your last name, 90_breville@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, yes, sir. Auto enrollment took effect and enrolled you automatically into that Medical Preventative Care Plan and you are currently active with it. There's a possibility that you have not received the card because it was mailed out during the 28th of February, so it could still be in transit.

Speaker speaker_1: Yeah, I got the card, I just didn't know if it was valid yet or not.

Speaker speaker_0: I'll just sit here signing-

Speaker speaker_1: Employee ID and then employee name, medical coverage employee.

Speaker speaker_0: And then just keep in mind, your plan does have a network requirement, so make sure you're calling multi-plan networks to make sure the providers and doctors you've seen are within that cover network list.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: Nope, that was it.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You too. Bye.