

## Transcript: Franchesca

**Baez-5293480967585792-6255347080806400**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Frank, uh... Hey. Hey, my name is John. Look, I'm employed here. I work, um, with On Track. Hello? We, we administer the health benefits of a staffing company, so I would actually need the name of your staffing company, sir. Um, um, ReConnect. On Track ReConnect. I'm sorry? On Track. Okay. How can we assist you today? Oh, yeah. So, I remember when I set it up when I applied, um, I said that I'd like an individual or dental insurance, so I'm here to get my, my, uh, prescriptions and action for actions by... on these meds. Okay. I'll have to take a look into the account. What are the last four of the Social? Uh, is it a 0617- Excuse me? 0175. I'm so sorry, sir. That's a lot of background noises and it sounds small, so I can't make out what you're saying. I only heard 06. Sorry. I'll say 0175. 0175? Mm-hmm. Please verify your mailing address and date of birth to make sure I have the right account in front of me. My mailing address, um, is gonna be mrboyeika@gmail.com. Thank you. And then my date of birth will be August 30th, 1996. Okay. I'm just gonna ask for the mailing address, not email, like your home address, please. Oh, the actual home address. Sorry. Mm-hmm. Is it okay if I read it? Okay. Um, 14308 Up, Up Creek Cycle, Apartment Number 1806, Fort Worth, Texas, 76155. Thank you very much. And making sure that I did understand right, you were looking to have the benefit information to pick up prescriptions? Yes, please. So, sir, you only enrolled into dental and vision. They wouldn't cover prescriptions under dental or vision. Under vision, yeah. I mean, I'm getting my vision rework for... I'm sorry? That's it. I'm trying to get my prescription for my eyes, so it's a vision. I am so sorry, sir. One more time? I said I'm en- I'm trying to get my prescription for my eyes, so it's a vision. I need a vision information. Okay. Let me see if it's ready 'cause you became active yesterday. Ready? Yes, sir. I said let me make sure that we have the benefit card 'cause you just became active yesterday, so I have to see if we have access to it. Okay. Okay. So I do have access to both the dental and the m- vision digital cards. Would you like me to send it to that email and file? Please. Bear with me one moment. Oh, okay. We got the last from him before we do it, um, 'cause he never gets that on Sundays. So they probably still waiting on it. Okay. So the dental card is not ready yet. Looks like it's still being made, so I'm gonna put your policy number for your dental plan in there, but I was able to download that vision one. Yeah, I need just a vision one for now. All right. Do you want me to just send the vision one with no policy number for the dental? Yes, please. That would be full. Thank you. Of course. Okay. So you're gonna receive it from our office, you know, which is info@benefitsinacard.com. Send me- And the card will be the PDF file attached to it. Can you repeat what you said, please? Yes, sir. You're gonna receive that email from our office email which is info@benefitsinacard.com. Mm-hmm. And the attachment to that email will be the benefit card itself. Okay. Thank you so much. Sure thing. Was there anything else I can assist you with today? No, ma'am. That's all, yeah. So the, the, the, the card have the actual card

number that I can provide here with my doctor card? Yes, sir. That card that I send you is going to have your group number. Yeah. Now the policy number itself is gonna be that employee ID number that's gonna appear on top of your name. Okay. Thank you so much. Of course. And then on that email, there's gonna be a phone number and s- instructions, sorry, instruction steps for them to verify your coverage. Make sure they do as it is stated on that email 'cause your carrier has- Mm-hmm. ... PPO and major medical insurance, but the benefits at your staffing company office is PPO. Okay. All right. I hope you have a wonderful rest of your day, and if you run into any issues, feel free to give us a call back. Thank you. Have a good one. Okay. Have a good one.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Frank, uh...

Speaker speaker\_1: Hey. Hey, my name is John. Look, I'm employed here. I work, um, with On Track. Hello?

Speaker speaker\_0: We, we administer the health benefits of a staffing company, so I would actually need the name of your staffing company, sir.

Speaker speaker\_1: Um, um, ReConnect. On Track ReConnect.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: On Track.

Speaker speaker\_0: Okay. How can we assist you today?

Speaker speaker\_1: Oh, yeah. So, I remember when I set it up when I applied, um, I said that I'd like an individual or dental insurance, so I'm here to get my, my, uh, prescriptions and action for actions by... on these meds.

Speaker speaker\_0: Okay. I'll have to take a look into the account. What are the last four of the Social?

Speaker speaker\_1: Uh, is it a 0617-

Speaker speaker\_0: Excuse me?

Speaker speaker\_1: 0175.

Speaker speaker\_0: I'm so sorry, sir. That's a lot of background noises and it sounds small, so I can't make out what you're saying. I only heard 06.

Speaker speaker\_1: Sorry. I'll say 0175.

Speaker speaker\_0: 0175?

Speaker speaker\_1: Mm-hmm.

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: My mailing address, um, is gonna be mrboyeika@gmail.com.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: And then my date of birth will be August 30th, 1996.

Speaker speaker\_0: Okay. I'm just gonna ask for the mailing address, not email, like your home address, please.

Speaker speaker\_1: Oh, the actual home address. Sorry.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Is it okay if I read it?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, 14308 Up, Up Creek Cycle, Apartment Number 1806, Fort Worth, Texas, 76155.

Speaker speaker\_0: Thank you very much. And making sure that I did understand right, you were looking to have the benefit information to pick up prescriptions?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: So, sir, you only enrolled into dental and vision. They wouldn't cover prescriptions under dental or vision.

Speaker speaker\_1: Under vision, yeah. I mean, I'm getting my vision rework for...

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: That's it. I'm trying to get my prescription for my eyes, so it's a vision.

Speaker speaker\_0: I am so sorry, sir. One more time?

Speaker speaker\_1: I said I'm en- I'm trying to get my prescription for my eyes, so it's a vision. I need a vision information.

Speaker speaker\_0: Okay. Let me see if it's ready 'cause you became active yesterday.

Speaker speaker\_1: Ready?

Speaker speaker\_0: Yes, sir. I said let me make sure that we have the benefit card 'cause you just became active yesterday, so I have to see if we have access to it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. So I do have access to both the dental and the m- vision digital cards. Would you like me to send it to that email and file?

Speaker speaker\_1: Please.

Speaker speaker\_0: Bear with me one moment.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_3: We got the last from him before we do it, um, 'cause he never gets that on Sundays. So they probably still waiting on it.

Speaker speaker\_0: Okay. So the dental card is not ready yet. Looks like it's still being made, so I'm gonna put your policy number for your dental plan in there, but I was able to download that vision one.

Speaker speaker\_1: Yeah, I need just a vision one for now.

Speaker speaker\_0: All right. Do you want me to just send the vision one with no policy number for the dental?

Speaker speaker\_1: Yes, please. That would be full. Thank you.

Speaker speaker\_0: Of course. Okay. So you're gonna receive it from our office, you know, which is [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_1: Send me-

Speaker speaker\_0: And the card will be the PDF file attached to it.

Speaker speaker\_1: Can you repeat what you said, please?

Speaker speaker\_0: Yes, sir. You're gonna receive that email from our office email which is [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And the attachment to that email will be the benefit card itself.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Sure thing. Was there anything else I can assist you with today?

Speaker speaker\_1: No, ma'am. That's all, yeah. So the, the, the, the card have the actual card number that I can provide here with my doctor card?

Speaker speaker\_0: Yes, sir. That card that I send you is going to have your group number.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Now the policy number itself is gonna be that employee ID number that's gonna appear on top of your name.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Of course. And then on that email, there's gonna be a phone number and s- instructions, sorry, instruction steps for them to verify your coverage. Make sure they do as it is stated on that email 'cause your carrier has-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... PPO and major medical insurance, but the benefits at your staffing company office is PPO.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day, and if you run into any issues, feel free to give us a call back.

Speaker speaker\_1: Thank you. Have a good one. Okay.

Speaker speaker\_0: Have a good one.