

Transcript: Francesca

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Full Transcript

Thank you for calling by Card. My name is Francesca. How can I assist you today? Yeah, this is, uh, Tina Rowland and I was calling about my insurance 'cause, uh, I never got my packet in the mail, my insurance cards or anything, and I go to talk about having surgery done tomorrow, so I'm needing to get some information. Sure thing. What staffing company do you work with? I work with Focus. What are the last four of the social? 5643. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, 505 North Highway 59, Anderson, Missouri, and my birthday's 3/12/76. We have the best phone number to reach you down as 417-635-9251. Yes. And we have your email down as first and last name 369 at gmail.com. Tina, you mean tinarowland369? Mm-hmm. Yes. All right. 'Cause I don't have my insurance cards to give them. Sure thing, ma'am, and are you aware that currently you only have dental and vision coverage? You don't have any medical coverage. I should have because I put it down. That's what I signed up for, is medical... and dental and vision. We received a request for coverage change on January 21st, 2025 that was processed online to drop the medical and to only have coverage for dental, vision and life insurance. Well, I don't know who authorized that, because I didn't. But I need medical on there. Unfortunately, currently you're not eligible for coverage changes. You need an open enrollment, either personal or company wise, and your company won't be holding theirs till the month of December. Oh. That's weird. Okay, well then I'll need to go talk to Focus because this don't, this ain't right. Okay. So yes, you want me to send you your dental and vision card? Yeah, do the vision card, but, and the dental, but I'm gonna need to go talk to Focus because that's not what I put in for. 'Cause I went and done the computer and not the medical on there, so somebody messed up somewhere. All right. I'm barely going one moment, I'm just waiting for things to download. Okay. Okay. All right, and then you'll be receiving an email from our office email which is info@benefitsinacard.com which will have two PDF files that will be your Benefit Card. Okay. Thank you. Of course. Well, is there anything else that can assist you with today? No. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Yeah, this is, uh, Tina Rowland and I was calling about my insurance 'cause, uh, I never got my packet in the mail, my insurance cards or anything, and I go to talk

about having surgery done tomorrow, so I'm needing to get some information.

Speaker speaker_0: Sure thing. What staffing company do you work with?

Speaker speaker_1: I work with Focus.

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

Speaker speaker_1: 5643.

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: Uh, 505 North Highway 59, Anderson, Missouri, and my birthday's 3/12/76.

Speaker speaker_0: We have the best phone number to reach you down as 417-635-9251.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as first and last name 369 at gmail.com.

Speaker speaker_1: Tina, you mean tinarowland369?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes.

Speaker speaker_0: All right.

Speaker speaker_1: 'Cause I don't have my insurance cards to give them.

Speaker speaker_0: Sure thing, ma'am, and are you aware that currently you only have dental and vision coverage? You don't have any medical coverage.

Speaker speaker_1: I should have because I put it down. That's what I signed up for, is medical... and dental and vision.

Speaker speaker_0: We received a request for coverage change on January 21st, 2025 that was processed online to drop the medical and to only have coverage for dental, vision and life insurance.

Speaker speaker_1: Well, I don't know who authorized that, because I didn't. But I need medical on there.

Speaker speaker_0: Unfortunately, currently you're not eligible for coverage changes. You need an open enrollment, either personal or company wise, and your company won't be holding theirs till the month of December.

Speaker speaker_1: Oh. That's weird. Okay, well then I'll need to go talk to Focus because this don't, this ain't right.

Speaker speaker_0: Okay. So yes, you want me to send you your dental and vision card?

Speaker speaker_1: Yeah, do the vision card, but, and the dental, but I'm gonna need to go talk to Focus because that's not what I put in for. 'Cause I went and done the computer and not the medical on there, so somebody messed up somewhere.

Speaker speaker_0: All right. I'm barely going one moment, I'm just waiting for things to download.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. All right, and then you'll be receiving an email from our office email which is info@benefitsinacard.com which will have two PDF files that will be your Benefit Card.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Well, is there anything else that can assist you with today?

Speaker speaker_1: No.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.