

Transcript: Franchesca

Baez-5331408910761984-4873331723943936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey, Francesca. I just need a little bit of information about my, um, health insurance if you could help me. What staffing company do you work with? Uh, Surge. What are the last four of your Social and the last name? 63... 6364 and last name is Moore, M-O-O-R-E. Please verify the mailing address and date of birth to ensure we have the correct account in front of us. Address is 183 Posie Drive, Fort Payne, Alabama 35967. Date of birth is June 16th, 1989. We have the best phone number to reach you down as 256-343-1422? Yes. We have your email down as first name, rhenymoore@gmail.com? Yes. Okay. And I do see here that you just became active this Monday, the 4th. What questions did you have in regards to your plan? Um, yes. So, um, I'm just here at a doctor's office and they just need... because I don't have my physical card, they just need some information. Um, the ID number... Let me take a look and see if it's ready since the payment was received this Monday. That will be when they started making all of your information and putting you into their system. Yeah, I already have the policy number and everything. I called yesterday. Okay. So if you need any other specific information aside from policy number- Yes. Oh. ... you'll have to speak with the carrier because- Okay. ... the only information specific to your policy that we have access to is that benefit card. Okay. So do you know what number I need to call? Yes, ma'am. It will be 800- 800... Okay. 256- 256-256. Okay. 8606. 8206? 8606. 8606. Mm-hmm. Okay. Yeah. Thank you. Yeah, they just need like the address of the medi- medical billing and the telephone number and group number, so... Okay. Let me go ahead and get you transferred over to them then. Okay. Thank you so much. No problem. My pleasure. Have a wonderful rest of your day and thank you for calling Benefits in a Car today. Thank you. 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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, Francesca. I just need a little bit of information about my, um, health insurance if you could help me.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: What are the last four of your Social and the last name?

Speaker speaker_2: 63... 6364 and last name is Moore, M-O-O-R-E.

Speaker speaker_1: Please verify the mailing address and date of birth to ensure we have the correct account in front of us.

Speaker speaker_2: Address is 183 Posie Drive, Fort Payne, Alabama 35967. Date of birth is June 16th, 1989.

Speaker speaker_1: We have the best phone number to reach you down as 256-343-1422?

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as first name, rhenymoore@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And I do see here that you just became active this Monday, the 4th. What questions did you have in regards to your plan?

Speaker speaker_2: Um, yes. So, um, I'm just here at a doctor's office and they just need... because I don't have my physical card, they just need some information. Um, the ID number...

Speaker speaker_1: Let me take a look and see if it's ready since the payment was received this Monday. That will be when they started making all of your information and putting you into their system.

Speaker speaker_2: Yeah, I already have the policy number and everything. I called yesterday.

Speaker speaker_1: Okay. So if you need any other specific information aside from policy number-

Speaker speaker_2: Yes. Oh.

Speaker speaker_1: ... you'll have to speak with the carrier because-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the only information specific to your policy that we have access to is that benefit card.

Speaker speaker_2: Okay. So do you know what number I need to call?

Speaker speaker_1: Yes, ma'am. It will be 800-

Speaker speaker_2: 800... Okay.

Speaker speaker_1: 256-

Speaker speaker_2: 256-

Speaker speaker_1: 256.

Speaker speaker_2: Okay.

Speaker speaker_1: 8606.

Speaker speaker_2: 8206?

Speaker speaker_1: 8606.

Speaker speaker_2: 8606.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Thank you. Yeah, they just need like the address of the medi- medical billing and the telephone number and group number, so...

Speaker speaker_1: Okay. Let me go ahead and get you transferred over to them then.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. My pleasure. Have a wonderful rest of your day and thank you for calling Benefits in a Car today.

Speaker speaker_2: Thank you. You too.