

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. Yes. My name is Jacob Greenback. I just received my, um, insurance card through the mail, and I, um, I enrolled for vision, dental, medical, and behavioral health, and I only got a card that says vision. Yes, sir. Not all of the cards come together. They're different carriers. Okay. Okay. So I'm waiting for more cards then, right? That is correct. Now, the only plan that you mentioned that will not have a card will be behavior health, since it's digital only. The behavioral health is digital only? Yes, sir. Can you, uh... Okay. Can you, um... I'm not sure how to look that, look for that. Can you tell me how I could look that up, behavioral health? Like which website do you use to utilize the benefits? Yes. Yeah. I was just told I was getting cards in the mail. That was it. So if I need to go on their website to look at my behavioral health insurance, I need to know the website because... Yeah, they told me I was getting cards. Which staffing company do you work with? Uh, Doherty. Doherty. Um, yeah. Bear with me one moment. I believe I might know which is supposedly the website, but I want to double-check, okay? Okay. Thank you very much. Yep. Of course. I'll be right back.

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: Hello. Yes. My name is Jacob Greenback. I just received my, um, insurance card through the mail, and I, um, I enrolled for vision, dental, medical, and behavioral health, and I only got a card that says vision.

Speaker speaker_0: Yes, sir. Not all of the cards come together. They're different carriers.

Speaker speaker_1: Okay. Okay. So I'm waiting for more cards then, right?

Speaker speaker_0: That is correct. Now, the only plan that you mentioned that will not have a card will be behavior health, since it's digital only.

Speaker speaker_1: The behavioral health is digital only?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Can you, uh... Okay. Can you, um... I'm not sure how to look that, look for that. Can you tell me how I could look that up, behavioral health?

Speaker speaker_0: Like which website do you use to utilize the benefits?

Speaker speaker_1: Yes. Yeah. I was just told I was getting cards in the mail. That was it. So if I need ta go on their website to look at my behavioral health insurance, I need to know the website because... Yeah, they told me I was getting cards.

Speaker speaker_0: Which stuffing company do you work with?

Speaker speaker_1: Uh, Doherty. Doherty. Um, yeah.

Speaker speaker_0: Bear with me one moment. I believe I might know which is supposedly the website, but I want to double-check, okay?

Speaker speaker_1: Okay. Thank you very much. Yep.

Speaker speaker_0: Of course. I'll be right back.