

## Transcript: Francesca

**Baez-5508286431936512-6703076335992832**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I help you? Hey, this is, uh, Mike Lynapic of Customer Care. Um, I'm just a little confused here on just going over my benefits. I know that I'm enrolled. I've been enrolled since, uh, 2013, um, last year. I'm contracting through this company, and I'm about to go to the pop, like, doctors, um, just to get a, a doctor's note. But I don't know what information to give them 'cause I never received, like, a, uh, a card, like, with all my information on it. But I, I see here that, I mean, I am being deducted and I am enrolled in benefits. So, I'm curious if you could look me up and, like, maybe provide that information for me. 'Cause I'm in- How may I help- ... I'm in... I'm enrolled in the DIP+ program. It's like \$31.71 that comes out, um, weekly. So that would actually explain why you did not receive the benefit card. Your specific carrier for that plan, for some reason, does not do a physical card for the medical plans. They only send a digital copy to the email unless it's requested. But I can get you another digital copy. What staffing company- Hey. ... do you work with? Um, I work with TRC Solutions and I'm contracted through Genuine Parts Company. And what are the last four of the Social? Uh, 8495. I mean, I'm sorry, 6495. I do apologize. That's okay. Could you verify your mailing address for me and your date of birth? Uh, December 3rd, 2000. And the mailing address is gonna be 2539 Longacre Parkway. I have that phone number to reach you down as 678-977-7114? Uh, yes, ma'am. That's correct. And we have your email down as miketaidavis@yahoo.com? Um, yes, I believe that that's correct. Let me just double-check and just make sure. All right. Yeah, it's gonna be miketai, M-I-K-E T-A-I, davies@yahoo.com. Yep, that's correct. Okay. All right, so let me place in a quick call while I get all three of your benefit cards for medical, vision and dental. Did you need me to put in a request for your physical card as well? Um, yeah, that would be nice, yeah. All right, bear with me one moment. Should not take me more than roughly three to four minutes, okay? Okay, no problem. Take your time. Thank you so much. Thank you. Thank you so much for holding, sir. I went ahead and sent you a PDF file, three in total, which will be your benefit cards. Okay. All right, give me one second here. Let me take a look at that. Did you ever receive the physical dental card? No, I haven't received any physical cards at all. And then, um... 10, 10, okay. Medical verification. Okay, so... Got it. Um, my name is spelled D-A-I-S. Is that... Is that something I need to be concerned about or no? It's a misspell? Yeah. It's Michael, M-I-C-H-A-E-L D-A-I-S. Um, is it just, like, cut off, like, because of the length of the name? So, in the system, they have it down as D-A-I-S being your last name. Oh, no. Yeah, it's Davis. Um, will that... Will, will, will that cause any problems when going to the, uh... to the doctor? It shouldn't. Okay. But if it does, you can give us a call and we'll verify them if they allow it over the line. Okay. And I'll go ahead and just reach out to the front office and advise them that the last name was missing a letter so that we can- Okay. ... inform them to correct it as well. Okay, no problem. And then the ID card, that is, uh, that

number, all I give them is just that, uh, that policy and group number, right? That's all that they'll need? Yes. Okay. All right, thank you so much. Um, I think that's all I need. I do apologize about that again. Um, and then, so who is my medical insurance by? Is it by, uh, APL? American Public Life? Is that- That will be your carrier, but the insurance itself is by TRAC Staffing, since they're the one providing it to you through your employer, employment. Copy. Okay. All right, thank you so much. Um, I think that's all I needed, um, unless there's anything else that I need? Um, I just wanted to say, if you do end up receiving the benefit cards with the misspelling, give us a call back so we can ask them to reissue another ones with the correct one. Because we are going to go ahead and put in a request for them to correct the last name, but I'm just not sure if that's going to go out of their system prior to them correcting it, if that makes sense. Okay. Okay, no problem. Yep, I do apologize about that. No, that's not your fault. Someone put it in wrong in the system. That's the reason why it's like that. Okay, copy. Okay, well, I guess I'll head to the, uh, the doctor's now. Thank you so much. Of course. Thank you so much for calling Benefits in a Card. Hope you have a wonderful rest of your day. You too. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I help you?

Speaker speaker\_1: Hey, this is, uh, Mike Lynapic of Customer Care. Um, I'm just a little confused here on just going over my benefits. I know that I'm enrolled. I've been enrolled since, uh, 2013, um, last year. I'm contracting through this company, and I'm about to go to the pop, like, doctors, um, just to get a, a doctor's note. But I don't know what information to give them 'cause I never received, like, a, uh, a card, like, with all my information on it. But I, I see here that, I mean, I am being deducted and I am enrolled in benefits. So, I'm curious if you could look me up and, like, maybe provide that information for me. 'Cause I'm in-

Speaker speaker\_0: How may I help-

Speaker speaker\_1: ... I'm in... I'm enrolled in the DIP+ program. It's like \$31.71 that comes out, um, weekly.

Speaker speaker\_0: So that would actually explain why you did not receive the benefit card. Your specific carrier for that plan, for some reason, does not do a physical card for the medical plans. They only send a digital copy to the email unless it's requested. But I can get you another digital copy. What staffing company-

Speaker speaker\_1: Hey.

Speaker speaker\_0: ... do you work with?

Speaker speaker\_1: Um, I work with TRC Solutions and I'm contracted through Genuine Parts Company.

Speaker speaker\_0: And what are the last four of the Social?

Speaker speaker\_1: Uh, 8495. I mean, I'm sorry, 6495. I do apologize.

Speaker speaker\_0: That's okay. Could you verify your mailing address for me and your date of birth?

Speaker speaker\_1: Uh, December 3rd, 2000. And the mailing address is gonna be 2539 Longacre Parkway.

Speaker speaker\_0: I have that phone number to reach you down as 678-977-7114?

Speaker speaker\_1: Uh, yes, ma'am. That's correct.

Speaker speaker\_0: And we have your email down as miketaidavis@yahoo.com?

Speaker speaker\_1: Um, yes, I believe that that's correct. Let me just double-check and just make sure.

Speaker speaker\_0: All right.

Speaker speaker\_1: Yeah, it's gonna be miketai, M-I-K-E T-A-I, davies@yahoo.com. Yep, that's correct.

Speaker speaker\_0: Okay. All right, so let me place in a quick call while I get all three of your benefit cards for medical, vision and dental. Did you need me to put in a request for your physical card as well?

Speaker speaker\_1: Um, yeah, that would be nice, yeah.

Speaker speaker\_0: All right, bear with me one moment. Should not take me more than roughly three to four minutes, okay?

Speaker speaker\_1: Okay, no problem. Take your time. Thank you so much.

Speaker speaker\_0: Thank you. Thank you so much for holding, sir. I went ahead and sent you a PDF file, three in total, which will be your benefit cards.

Speaker speaker\_1: Okay. All right, give me one second here. Let me take a look at that.

Speaker speaker\_0: Did you ever receive the physical dental card?

Speaker speaker\_1: No, I haven't received any physical cards at all. And then, um... 10, 10, okay. Medical verification. Okay, so... Got it. Um, my name is spelled D-A-I-S. Is that... Is that something I need to be concerned about or no?

Speaker speaker\_0: It's a misspell?

Speaker speaker\_1: Yeah. It's Michael, M-I-C-H-A-E-L D-A-I-S. Um, is it just, like, cut off, like, because of the length of the name?

Speaker speaker\_0: So, in the system, they have it down as D-A-I-S being your last name.

Speaker speaker\_1: Oh, no. Yeah, it's Davis. Um, will that... Will, will, will that cause any problems when going to the, uh... to the doctor?

Speaker speaker\_0: It shouldn't.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But if it does, you can give us a call and we'll verify them if they allow it over the line.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I'll go ahead and just reach out to the front office and advise them that the last name was missing a letter so that we can-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... inform them to correct it as well.

Speaker speaker\_1: Okay, no problem. And then the ID card, that is, uh, that number, all I give them is just that, uh, that policy and group number, right? That's all that they'll need?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. All right, thank you so much. Um, I think that's all I need. I do apologize about that again. Um, and then, so who is my medical insurance by? Is it by, uh, APL? American Public Life? Is that-

Speaker speaker\_0: That will be your carrier, but the insurance itself is by TRAC Staffing, since they're the one providing it to you through your employer, employment.

Speaker speaker\_1: Copy. Okay. All right, thank you so much. Um, I think that's all I needed, um, unless there's anything else that I need?

Speaker speaker\_0: Um, I just wanted to say, if you do end up receiving the benefit cards with the misspelling, give us a call back so we can ask them to reissue another ones with the correct one. Because we are going to go ahead and put in a request for them to correct the last name, but I'm just not sure if that's going to go out of their system prior to them correcting it, if that makes sense.

Speaker speaker\_1: Okay. Okay, no problem. Yep, I do apologize about that.

Speaker speaker\_0: No, that's not your fault. Someone put it in wrong in the system. That's the reason why it's like that.

Speaker speaker\_1: Okay, copy. Okay, well, I guess I'll head to the, uh, the doctor's now. Thank you so much.

Speaker speaker\_0: Of course. Thank you so much for calling Benefits in a Card. Hope you have a wonderful rest of your day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye.