

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Intercom, my name is Francesca. What can I assist you with? Hi. Um, I got, um, I currently do have insurance, um, but I only got a card in the mail that said Vision. Um... What company do you work with? Innovative Staff Solutions. Okay. What are the last four of your Social? 9789. And the last name, please? Ganz, G-A-N-Z. For security purposes, please verify your mailing address and date of birth. 2519 Pickney Road, Du Quoin, Illinois 62832. Birthday 11/18/77. We have the best phone number to reach you down as 480-584-212- No, that is not correct. Would you like to change that phone number? Yep. Which phone number would you like to have on file? 602-350-3568. All right. And we have your email down as titans1002203.cg@gmail.com? Correct. So I do see here that your policy became effective November 4th, 2024. The benefit cards were mailed out on the 8th, so they could still be on the way. After the 8th, when they're shipped out, the longest it could take for you to receive them is three to four weeks. If you like, what I can do for that, dental and medical, 'cause I know you say you only got a Vision card, I can send you an e-version to your email while you wait for the hard copy. Okay. I appreciate that. Thank you. Of course. I do want to mention, the medical one won't be coming home physically. That one they send digitally to your email only. Um, that's just the way the carrier American Public Life works with the medical plan. Did you need me to put in a request for them to send you a physical card home for the medical plan? Um... As, as long as the digital has all the info, 'cause, you know, obviously I have to give that to my doctor. Of course. So it will be the same information of the digital that I'm going to s- send you. It's gonna have as the same one that the carrier would have sent out physically to your home if we request it. Okay. Um, what email sender will that come from? Let's see, it should show under Benefit Card. So for some reason, I currently do not have access to the policy dentist or medical. I will have to put in a ticket for the front office to look into it. But usually those benefit cards are sent from one of American Public Life email, one of APL emails. Since we're not the carrier, we don't have the exact information as to what it will be, a specific email. I thought maybe it will be on the benefit card, but I don't have access to it at this moment. Okay. So it should take roughly 24 to 48 hours for the front office to get back at me with that benefit card so that I can provide you and send it to you. Okay. All right. Thank you. Of course. Is there a specific time where you would like me to do that call back to advise you once I have them? Anytime before 2:30 PM. After that, I'm not available. Listen, I'll go ahead and put it down on my notes, anytime before 2:30 PM. Okay. Thank you so much. Thank you. I hope you have a wonderful rest of your day and I look forward to getting your call back. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Intercom, my name is Francesca. What can I assist you with?

Speaker speaker_2: Hi. Um, I got, um, I currently do have insurance, um, but I only got a card in the mail that said Vision. Um...

Speaker speaker_1: What company do you work with?

Speaker speaker_2: Innovative Staff Solutions.

Speaker speaker_1: Okay. What are the last four of your Social?

Speaker speaker_2: 9789.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Ganz, G-A-N-Z.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: 2519 Pickney Road, Du Quoin, Illinois 62832. Birthday 11/18/77.

Speaker speaker_1: We have the best phone number to reach you down as 480-584-212- No, that is not correct. Would you like to change that phone number?

Speaker speaker_2: Yep.

Speaker speaker_1: Which phone number would you like to have on file?

Speaker speaker_2: 602-350-3568.

Speaker speaker_1: All right. And we have your email down as titans1002203.cg@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: So I do see here that your policy became effective November 4th, 2024. The benefit cards were mailed out on the 8th, so they could still be on the way. After the 8th, when they're shipped out, the longest it could take for you to receive them is three to four weeks. If you like, what I can do for that, dental and medical, 'cause I know you say you only got a Vision card, I can send you an e-version to your email while you wait for the hard copy.

Speaker speaker_2: Okay. I appreciate that. Thank you.

Speaker speaker_1: Of course. I do want to mention, the medical one won't be coming home physically. That one they send digitally to your email only. Um, that's just the way the carrier American Public Life works with the medical plan. Did you need me to put in a request for them to send you a physical card home for the medical plan?

Speaker speaker_2: Um... As, as long as the digital has all the info, 'cause, you know, obviously I have to give that to my doctor.

Speaker speaker_1: Of course. So it will be the same information of the digital that I'm going to s- send you. It's gonna have as the same one that the carrier would have sent out physically to your home if we request it.

Speaker speaker_2: Okay. Um, what email sender will that come from?

Speaker speaker_1: Let's see, it should show under Benefit Card. So for some reason, I currently do not have access to the policy dentist or medical. I will have to put in a ticket for the front office to look into it. But usually those benefit cards are sent from one of American Public Life email, one of APL emails. Since we're not the carrier, we don't have the exact information as to what it will be, a specific email. I thought maybe it will be on the benefit card, but I don't have access to it at this moment.

Speaker speaker_2: Okay.

Speaker speaker_1: So it should take roughly 24 to 48 hours for the front office to get back at me with that benefit card so that I can provide you and send it to you.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Of course. Is there a specific time where you would like me to do that call back to advise you once I have them?

Speaker speaker_2: Anytime before 2:30 PM. After that, I'm not available.

Speaker speaker_1: Listen, I'll go ahead and put it down on my notes, anytime before 2:30 PM.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you. I hope you have a wonderful rest of your day and I look forward to getting your call back.

Speaker speaker_2: You too. Bye-bye.