

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is 911, how may I assist you today? Hello. Go ahead and speak. Yes. I am calling about new insurance that I just received, and I haven't received a card. I tried to log in online but it's telling me that the account is disabled. Okay. What account was it that you're trying to, uh, go into? Uh, it just brings up one and for me to log in on the benefits and a card. And what specific information are you trying to get from that website? What insurance that I currently have, the carrier, because I have a doctor's appointment. Okay. So either way you're not gonna get that information from that website. That specific website- Mm-hmm. ... the benefits and a card website is only for when you are enrolling or declining coverage or getting the benefit guide. In order for you to see your current benefits, you'll have to go into your carrier's website which should be on the benefit cards. We'll take a look in there. They haven't sent them- We'll check to see if- They haven't sent one. Yes, ma'am. That's what I was just saying. Right now let's take a look- Okay. ... into your account to see if they're digitally there. Okay. What staffing company do you work with? All right. Thank you. Um, HBC Healthcare. What are the last four of your social and the last name? 8051 Howard. Is it hyphenated by any chance? Hyph- um, Howard comes. With a K, right? Yes, ma'am. And then for security purposes can you verify your mailing address from your date of birth? 21310 4th Drive, Thomasville, Georgia 31757. I'll just bring it back up 'cause I did it one second time. All right and then I have your last four numbers are now 229-672-9364. Yes. All right, thank you. What is the date of birth? 8/78. Mm-hmm. There we go. Okay, and then let me place in a quick hold while I get your three benefit cards. I should be right back, okay? Thank you. Thank you. Thank you so much for holding. I went ahead and emailed you two PDF files which will be the medical, the medical preventative and vision as well as your dental benefit card. Okay. All right. Thank you so much. Of course. Um, and then I did want to mention the dental and vision benefit cards, so these are PPO limited plans. Um, it might be something that you're not used to but that's the same benefit card you and the child will both be using. Please fasten drive seat belt. It's the same benefit card as what now? The dental and the vision benefit card, it'll be the same one that you and the child will be using. There's not gonna be a separate one with the child name on it. Okay. No problem. Of course. All right. Thank you. Was there anything else besides those benefit cards we can assist you with today? No. That'll be it. All right. I hope you have a wonderful rest of your day. Thank you for calling benefits and a card today. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hello, this is 911, how may I assist you today?

Speaker speaker_2: Hello.

Speaker speaker_1: Go ahead and speak.

Speaker speaker_2: Yes. I am calling about new insurance that I just received, and I haven't received a card. I tried to log in online but it's telling me that the account is disabled.

Speaker speaker_1: Okay. What account was it that you're trying to, uh, go into?

Speaker speaker_2: Uh, it just brings up one and for me to log in on the benefits and a card.

Speaker speaker_1: And what specific information are you trying to get from that website?

Speaker speaker_2: What insurance that I currently have, the carrier, because I have a doctor's appointment.

Speaker speaker_1: Okay. So either way you're not gonna get that information from that website. That specific website-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the benefits and a card website is only for when you are enrolling or declining coverage or getting the benefit guide. In order for you to see your current benefits, you'll have to go into your carrier's website which should be on the benefit cards. We'll take a look in there.

Speaker speaker_2: They haven't sent them-

Speaker speaker_1: We'll check to see if-

Speaker speaker_2: They haven't sent one.

Speaker speaker_1: Yes, ma'am. That's what I was just saying. Right now let's take a look-

Speaker speaker_2: Okay.

Speaker speaker_1: ... into your account to see if they're digitally there.

Speaker speaker_2: Okay.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: All right. Thank you. Um, HBC Healthcare.

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

Speaker speaker_2: 8051 Howard.

Speaker speaker_1: Is it hyphenated by any chance?

Speaker speaker_2: Hyph- um, Howard comes.

Speaker speaker_1: With a K, right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then for security purposes can you verify your mailing address from your date of birth?

Speaker speaker_2: 21310 4th Drive, Thomasville, Georgia 31757. I'll just bring it back up 'cause I did it one second time.

Speaker speaker_1: All right and then I have your last four numbers are now 229-672-9364.

Speaker speaker_2: Yes. All right, thank you.

Speaker speaker_1: What is the date of birth?

Speaker speaker_2: 8/78.

Speaker speaker_1: Mm-hmm. There we go. Okay, and then let me place in a quick hold while I get your three benefit cards. I should be right back, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Thank you so much for holding. I went ahead and emailed you two PDF files which will be the medical, the medical preventative and vision as well as your dental benefit card.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: Of course. Um, and then I did want to mention the dental and vision benefit cards, so these are PPO limited plans. Um, it might be something that you're not used to but that's the same benefit card you and the child will both be using.

Speaker speaker_3: Please fasten drive seat belt.

Speaker speaker_2: It's the same benefit card as what now?

Speaker speaker_1: The dental and the vision benefit card, it'll be the same one that you and the child will be using. There's not gonna be a separate one with the child name on it.

Speaker speaker_2: Okay. No problem.

Speaker speaker_1: Of course.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Was there anything else besides those benefit cards we can assist you with today?

Speaker speaker_2: No. That'll be it.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day. Thank you for calling benefits and a card today.

Speaker speaker_2: You too. Thank you.