

## **Transcript: Francesca**

**Baez-5658427634696192-5494816090046464**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Ayanna and I, I was actually trying to get my insurance information and, um, I don't have my card with me and I'm at the doctor. Oh, okay. What staffing company do you work with? Um, BGSS. What are the last four of your Social? 3562. For security purposes, could you please verify your mailing address and date of birth? Uh, you may have 164 Garden Walk, Stockbridge, Georgia 30281 and, uh, 1376. We have that phone number as 404-519-6746? Yes, ma'am. All right, and then we have your email down as acirby@yahoo.com? Yes, ma'am. All right. So bear with me one moment while I download your benefit card. I'll be right back. Okay. Thank you. Thank you. She's gonna... Okay. Thanks. She's gonna send it. All right. She's gonna send the card. Do I need to sign here? No. Okay. All right. 'Cause I forgot my little . Then I might forget something. Thank you so much for holding this, Ayanna. I appreciate it. I went ahead- Yeah, thank you. ... and sent you this email from our office- Thank you. ... email which is info@benefitsinacard.com with those benefit cards. Um, I did want to ask, do you want me to give you the policy number over the phone in the event that you- Yes. Please. ... need it later? Yes, so I can go ahead and give it to her. Yes, ma'am. Let's see. That's, that's medical- Oh, good. You're ready? That's for medical, too? Yeah. Let me see. Urge dental and vision. Let's see. Uh, let me get... I'm trying to get to something where I can put it in. Okay, what is that? So the medical policy number is 254- 254. Uh-huh. 2983. 2983. And that's Blue Cross? No, ma'am. It's American Public Life. American Public Life. Okay. Yes, ma'am. So these are PPO limited plans. They're not with the carrier Blue Cross. Okay. American Public Plans. Okay. I just needed that just in case. So it's 254-2983? Yes, ma'am. Okay, thank you so much. Okay. Thank you for your patience and let me know- Uh-huh. ... if there's anything on the 478. Thank you. You too. Thank you. Bye-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 in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi, Francesca. My name is Ayanna and I, I was actually trying to get my insurance information and, um, I don't have my card with me and I'm at the doctor.

Speaker speaker\_1: Oh, okay. What staffing company do you work with?

Speaker speaker\_2: Um, BGSS.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 3562.

Speaker speaker\_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker\_2: Uh, you may have 164 Garden Walk, Stockbridge, Georgia 30281 and, uh, 1376.

Speaker speaker\_1: We have that phone number as 404-519-6746?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and then we have your email down as acirby@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. So bear with me one moment while I download your benefit card. I'll be right back.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: She's gonna... Okay. Thanks. She's gonna send it. All right. She's gonna send the card. Do I need to sign here?

Speaker speaker\_1: No.

Speaker speaker\_2: Okay. All right. 'Cause I forgot my little . Then I might forget something.

Speaker speaker\_1: Thank you so much for holding this, Ayanna. I appreciate it. I went ahead-

Speaker speaker\_2: Yeah, thank you.

Speaker speaker\_1: ... and sent you this email from our office-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... email which is info@benefitsinacard.com with those benefit cards. Um, I did want to ask, do you want me to give you the policy number over the phone in the event that you-

Speaker speaker\_2: Yes. Please.

Speaker speaker\_1: ... need it later?

Speaker speaker\_2: Yes, so I can go ahead and give it to her. Yes, ma'am. Let's see. That's, that's medical-

Speaker speaker\_1: Oh, good. You're ready?

Speaker speaker\_2: That's for medical, too? Yeah. Let me see. Urge dental and vision. Let's see. Uh, let me get... I'm trying to get to something where I can put it in. Okay, what is that?

Speaker speaker\_1: So the medical policy number is 254-

Speaker speaker\_2: 254. Uh-huh.

Speaker speaker\_1: 2983.

Speaker speaker\_2: 2983. And that's Blue Cross?

Speaker speaker\_1: No, ma'am. It's American Public Life.

Speaker speaker\_2: American Public Life. Okay.

Speaker speaker\_1: Yes, ma'am. So these are PPO limited plans. They're not with the carrier Blue Cross.

Speaker speaker\_2: Okay. American Public Plans. Okay. I just needed that just in case. So it's 254-2983?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, thank you so much. Okay.

Speaker speaker\_1: Thank you for your patience and let me know-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... if there's anything on the 478.

Speaker speaker\_2: Thank you. You too. Thank you. Bye-bye.

Speaker speaker\_1: Bye.