

## **Transcript: Francesca**

**Baez-5758795644878848-5773045272625152**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Um, I signed up, um, for, uh, health insurance, I believe, a week or two ago, and, um, I was told to keep out... an eye out for an email, um, for my health insurance information. And, um, I just went back and I, I haven't received anything and I'm not sure how I, um, receive my health insurance information. What staffing company do you work with? Um, should be under a Cara or Versella. What are the last four of your Social? 6392. And for securities purposes, to make sure I have the right account, can you please verify your mailing address and date of birth? Yeah. It's 8228 North 19th Ave., Apartment 525, Phoenix, Arizona 85021. Um, and then birthday is, um, 11/9/93. We have that phone number to reach you, 623-205-5044? Correct. So your benefits just became active today, Monday 16th. So today will be when the carriers start making your information, putting you into the system, as well as creating a policy number and benefit cards. Specifically speaking, you're only gonna be receiving one benefit card, which will be from the medical BIP Standard plan you're enrolled into. They only do a digital copy, so it's gonna be a digital copy being sent to your email. Okay. If you do want a hard copy, then you'll have to give us a call. Actually, I can put it in today, even, 'cause you just became active, actually. Um, if you do want a hard copy, we can put in a request for it to be sent to you. Um, that's okay. As long as I get the digital, that's fine. Understood. And then aside from that, the other only thing that I will... believe you should keep in mind is, um, with the For Your Ex, I think that's what they meant when they said that w- you will be getting an email once you're active. But the For Your Ex plan, usually they will be sending you out an email so that you're able to register to activate your benefit card. Okay. All right. And then- Yeah. ... I will be sending you an additional email today for your behavior health registration. Okay, perfect. All right. Um, uh, was there anything else aside from that that we can assist you with today? Nope. I was just, um, trying to find that information. Of course. Um, just in case you don't get that For Your Ex email, did you want me to send you an email with the links and steps for you to register? Yes, please. Sure thing. So you should be receiving a total of two emails from our office email, which will be info@benefitsinacar.com. Okay. Thank you so much. Of course. My pleasure. Hope you have a wonderful rest of your day. If you run into any issues, please don't hesitate to give us a call back. All right. Thank you. My pleasure. Have a great day. You too. Mm-hmm. 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 Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. Um, I signed up, um, for, uh, health insurance, I believe, a week or two ago, and, um, I was told to keep out... an eye out for an email, um, for my health insurance information. And, um, I just went back and I, I haven't received anything and I'm not sure how I, um, receive my health insurance information.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Um, should be under a Cara or Versella.

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

Speaker speaker\_2: 6392.

Speaker speaker\_1: And for securities purposes, to make sure I have the right account, can you please verify your mailing address and date of birth?

Speaker speaker\_2: Yeah. It's 8228 North 19th Ave., Apartment 525, Phoenix, Arizona 85021. Um, and then birthday is, um, 11/9/93.

Speaker speaker\_1: We have that phone number to reach you, 623-205-5044?

Speaker speaker\_2: Correct.

Speaker speaker\_1: So your benefits just became active today, Monday 16th. So today will be when the carriers start making your information, putting you into the system, as well as creating a policy number and benefit cards. Specifically speaking, you're only gonna be receiving one benefit card, which will be from the medical BIP Standard plan you're enrolled into. They only do a digital copy, so it's gonna be a digital copy being sent to your email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you do want a hard copy, then you'll have to give us a call. Actually, I can put it in today, even, 'cause you just became active, actually. Um, if you do want a hard copy, we can put in a request for it to be sent to you.

Speaker speaker\_2: Um, that's okay. As long as I get the digital, that's fine.

Speaker speaker\_1: Understood. And then aside from that, the other only thing that I will... believe you should keep in mind is, um, with the For Your Ex, I think that's what they meant when they said that w- you will be getting an email once you're active. But the For Your Ex plan, usually they will be sending you out an email so that you're able to register to activate your benefit card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. And then-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... I will be sending you an additional email today for your behavior health registration.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: All right. Um, uh, was there anything else aside from that that we can assist you with today?

Speaker speaker\_2: Nope. I was just, um, trying to find that information.

Speaker speaker\_1: Of course. Um, just in case you don't get that For Your Ex email, did you want me to send you an email with the links and steps for you to register?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Sure thing. So you should be receiving a total of two emails from our office email, which will be [info@benefitsinacar.com](mailto:info@benefitsinacar.com).

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: Of course. My pleasure. Hope you have a wonderful rest of your day. If you run into any issues, please don't hesitate to give us a call back.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: My pleasure. Have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Bye.