

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today? Hi. This is Stefona Lyn Albert. I'm sorry? I said, this is Stefona Lyn Albert. I'm calling to ask about my insurance card. Yeah. I was informed that you guys are gonna mail it out but I haven't got it. Okay. So you're calling Benefit in a Card, the administrators for the health insurance for the staffing company. I'm not sure what the name of the company you were saying, Album Albert, but that's not us. Um, however, we are still able to assist with the issue you're calling in regards to. What staffing company do you work with? Uh, it's, uh, Focus Workforce Management. I'm working with Urban, but that's the agency that I work with. Okay. And what are the last four of the social? It's 934-11. 93411? 9311. 9311. Okay. Okay, bear with me one moment while the system loads. And for the security purposes, could you please verify your mailing address and your date of birth to make sure I located the correct account? It's 14324 Laden Drive, Reno, Nevada 89506. Okay. We have your email down as- Stefona Albert. ... S-T-E-F-O-N-A A-L-B-E-R-T@Gmail.com. Yes, ma'am. And then I have the best phone number for us to reach you down as 775-895-1866? Yeah. Okay. So the current carrier for the plan that you have, their website, they're doing some updates on it so we don't have access to our physical card. Were you calling for the digital one? 'Cause that would be the only one I have access to at this moment, if that's okay with you. Yeah. Okay. So let me place you in a quick hold while I go ahead and download it and then I'll be right back, okay? Okay. Thank you. Thank you so much for holding, Ms. Albert. I went ahead and sent it to your email. It's gonna be coming in from info@benefitsinacard. Okay. And then, well, I was in the website taking down the digital one. I did see that last Friday when the week that you became active, the 13th, they send out the benefit card, the physical one. So it should take no longer than three or four weeks in total from when it's sent. If we take out this week, it should get there no longer than three weeks for the physical one. Oh. The card? Mm-hmm. The physical card. Oh. Oh, okay. Uh- Yeah, so when you become active- I'll- ... Friday of when you become active is when they send out those benefit cards. Oh. So I cannot use this on, when I go to the hospital, yeah? Until I- Yes, ma'am. Sorry? Till I get this? Yes, ma'am. So you're able to use that digital copy till you get the physical card. Um, just keep in mind that it is a medical preventative care plan, um, as well as the fact that it has a network requirement. Oh. I did put in the multiple networks information for you to contact them. Oh, okay. Thank you. No problem. Was there anything else we can assist you with today? No. All right. I hope you have a wonderful rest of your day. Thank you for calling in today. Okay. Thank you.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. This is Stefona Lyn Albert.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I said, this is Stefona Lyn Albert. I'm calling to ask about my insurance card. Yeah. I was informed that you guys are gonna mail it out but I haven't got it.

Speaker speaker_1: Okay. So you're calling Benefit in a Card, the administrators for the health insurance for the staffing company. I'm not sure what the name of the company you were saying, Album Albert, but that's not us. Um, however, we are still able to assist with the issue you're calling in regards to. What staffing company do you work with?

Speaker speaker_2: Uh, it's, uh, Focus Workforce Management. I'm working with Urban, but that's the agency that I work with.

Speaker speaker_1: Okay. And what are the last four of the social?

Speaker speaker_2: It's 934-11.

Speaker speaker_1: 93411?

Speaker speaker_2: 9311.

Speaker speaker_1: 9311. Okay. Okay, bear with me one moment while the system loads. And for the security purposes, could you please verify your mailing address and your date of birth to make sure I located the correct account?

Speaker speaker_2: It's 14324 Laden Drive, Reno, Nevada 89506.

Speaker speaker_1: Okay. We have your email down as-

Speaker speaker_2: Stefona Albert.

Speaker speaker_1: ... S-T-E-F-O-N-A A-L-B-E-R-T@Gmail.com. Yes, ma'am. And then I have the best phone number for us to reach you down as 775-895-1866?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So the current carrier for the plan that you have, their website, they're doing some updates on it so we don't have access to our physical card. Were you calling for the digital one? 'Cause that would be the only one I have access to at this moment, if that's okay with you.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So let me place you in a quick hold while I go ahead and download it and then I'll be right back, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Thank you so much for holding, Ms. Albert. I went ahead and sent it to your email. It's gonna be coming in from info@benefitsinacard.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, well, I was in the website taking down the digital one. I did see that last Friday when the week that you became active, the 13th, they send out the benefit card, the physical one. So it should take no longer than three or four weeks in total from when it's sent. If we take out this week, it should get there no longer than three weeks for the physical one.

Speaker speaker_2: Oh. The card?

Speaker speaker_1: Mm-hmm. The physical card.

Speaker speaker_2: Oh. Oh, okay. Uh-

Speaker speaker_1: Yeah, so when you become active-

Speaker speaker_2: I'll-

Speaker speaker_1: ... Friday of when you become active is when they send out those benefit cards.

Speaker speaker_2: Oh. So I cannot use this on, when I go to the hospital, yeah? Until I-

Speaker speaker_1: Yes, ma'am. Sorry?

Speaker speaker_2: Till I get this?

Speaker speaker_1: Yes, ma'am. So you're able to use that digital copy till you get the physical card. Um, just keep in mind that it is a medical preventative care plan, um, as well as the fact that it has a network requirement.

Speaker speaker_2: Oh.

Speaker speaker_1: I did put in the multiple networks information for you to contact them.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: No problem. Was there anything else we can assist you with today?

Speaker speaker_2: No.

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

Speaker speaker_2: Okay. Thank you.