

Transcript: Franchesca

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Full Transcript

Thank you for holding Benefit to Know Card. My name is Francesca. How can I assist you today? Hello. Yes, this is, uh, James. Uh, I'm trying to find out about my insurance card. Okay. What staffing company do you work with? Carlton Staffing. What is the last four of your Social? 2359. And what was that last name? I'm sorry. Judge. J-U-D-G-E. Oh. Can you verify your mailing address and date of birth so that I can make sure I have the right account in front of me? 9001 Jones Road, Houston, Texas 77065. And what else? And then the other thing is- My date of birth. ... your date of birth. Mm-hmm. 05-15-1994. We have the best phone number to reach you down as 346-425-0393? Yes. And lastly, I have your email down as james with a Z at the end, number one, @gmail.com? Yes. Hmm, let's see. Okay. So you have not received any benefit cards in general amount? No, ma'am. Could I get it, uh, sent to my email? Yes, sir. I can go ahead and download them and send them to your email. Okay. All right. I'm gonna place you in a quick hold while I get them, and I'll be right back. It shouldn't take me more than two or three minutes. Okay? Okay. Thank you so much. Please hold. Thank you so much for holding, Mr. Judge. So I have sent those benefit cards. They should take two to three minutes to get to you. Was there anything else I can assist you with today? Uh, can I get a list of clinics I can go to, like hospitals? So you'll have to s- And take this. Sure thing. You'll have to stick with the MultiPlan Network. They're the ones that have that list. We don't have access to it. Their information is also in that email for you. Okay. All right, thank you. Of course. Was there anything else that we can assist you with today? That's it. All right. Well, I do hope you have a wonderful rest of your day, and thank you for your time today. Appreciate it. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for holding Benefit to Know Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. Yes, this is, uh, James. Uh, I'm trying to find out about my insurance card.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Carlton Staffing.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 2359.

Speaker speaker_0: And what was that last name? I'm sorry.

Speaker speaker_1: Judge. J-U-D-G-E.

Speaker speaker_0: Oh. Can you verify your mailing address and date of birth so that I can make sure I have the right account in front of me?

Speaker speaker_1: 9001 Jones Road, Houston, Texas 77065. And what else?

Speaker speaker_0: And then the other thing is-

Speaker speaker_1: My date of birth.

Speaker speaker_0: ... your date of birth. Mm-hmm.

Speaker speaker_1: 05-15-1994.

Speaker speaker_0: We have the best phone number to reach you down as 346-425-0393?

Speaker speaker_1: Yes.

Speaker speaker_0: And lastly, I have your email down as james with a Z at the end, number one, @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Hmm, let's see. Okay. So you have not received any benefit cards in general amount?

Speaker speaker_1: No, ma'am. Could I get it, uh, sent to my email?

Speaker speaker_0: Yes, sir. I can go ahead and download them and send them to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'm gonna place you in a quick hold while I get them, and I'll be right back. It shouldn't take me more than two or three minutes. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much. Please hold. Thank you so much for holding, Mr. Judge. So I have sent those benefit cards. They should take two to three minutes to get to you. Was there anything else I can assist you with today?

Speaker speaker_1: Uh, can I get a list of clinics I can go to, like hospitals?

Speaker speaker_0: So you'll have to s-

Speaker speaker_1: And take this.

Speaker speaker_0: Sure thing. You'll have to stick with the MultiPlan Network. They're the ones that have that list. We don't have access to it. Their information is also in that email for you.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. Well, I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Appreciate it.

Speaker speaker_0: Thank you. Bye-bye.