

Transcript: Francesca

Baez-6142639984787456-4610682931036160

Full Transcript

... didn't get my card in the mail. Hello, your name is Danny Smith? My name is Francesca. How can I assist you today? Yes, how are you doing? My name is Danny Smith and I'm with Innovative Status Solution and I haven't received my medical card, my Medicaid card in the mail. You need the card number? I need the number. So, if it's Medi-... Of course, if it's Medicaid, sir, that's only with the government. Now if you do have health insurance- No, no, I'm sorry. I'm sorry. Not to... Yeah, I'm sorry. Not the... I'm talking about insurance, but I, I ain't meant to say Medicaid. I'm sorry. Okay. That's all right, sir. I just wanted to confirm. What are the last three of your Social? 7606. And what was the last name? Smith. Okay. We're just gonna hold on and then come back after two. Okay? Okay. So I have the number? Okay. Yes, just come back, yeah. Okay. All right, thanks so much. Uh-huh. There we go. All right, and for security purposes, can you please verify your mailing address and date of birth? My date of birth is 7/24/'80, uh, and my mailing address is 1009 South Seventh Street, Terre Haute, Indiana 47807. We have as contact 812-219-0230. What, what is that? Yes, sir. I apologize. I have it in quotes. Um, I was saying we have your phone number down as 812... 812, sorry, 219-0230. Yes, but, uh, yeah, that's my, um, old number. I have a new number, now. Which one will that be? My number is 812-230-1257. And I have your email down as jamesimr4@yahoo.com? Yes. All right, let me place in a quick hold to download that benefit information. I'll be right back. And as you go- Okay. Where's my medication? Man, they ain't never offered no free thing around here, man. 30 seconds out of this water, I'm gonna have a... I'm gonna have to... I'm gonna have to grab me ass out of here. I got old, I got sick, I got pain. Look at us. We still living in that motherfucker. Yeah. That's it, man. I could just, uh... Take cut. Stay together. Nah. I'm good. I'm good. Come on, man. Like whatever. Your house is going to hurt. You put me around this world. You know, man, . Thank you so much for holding, Mr. Smith. Yes. All right, I sent you all three of your benefit cards to your email from the office email of info@benefitsinacard. Did you need me to give you the policy number for medical, dental or vision over the phone at this moment? Uh, yes. Over the phone, yes. Um, for which plan? Uh, the medical one. Uh, like I... For my medicine. Oh, okay. So the medication portion of that, I would honestly advise for you to search for these parts with a pharmacy, due to the fact that I'm not sure from all of that information what it is that they are going to need to put you into the system. The only information that I can provide you at this moment that I am certain of is the policy number attached to that medical plan you're on. Oh, okay. So I just gotta... What's the email you sent me, I just need that to like CVS? Yes, sir. Just show them the one that says hospital indemnity. That is your medical card. Okay. Can I, can I make sure... Can I confirm that it's, it's done so I can go pick up my medicine? Can you go to my email real quick? Yes, sir. I can wait on the line while you confirm that you've received the email. Okay, thank you. Of course. Let me know once you see it. Okay. What's

his name? W- What's the name I'm looking for, ma'am? Info@benefitsinacard. It's gonna be Title ID Card. Which one? Yeah. All right. And then the last thing I want to advise you before letting you know, letting you go, Mr. Smith, is your specific medical plan, they don't do a physical card. They only do a digital copy, unless we put in a request. Did you need me to put in that request for you also get a physical copy of your medical plan? Yes. All right, I'll send that over to you. So, it should not be more than three, max four weeks, but it could get there sooner after today, okay? Okay. Was there anything else we can assist you with today? No, that'll be all, if you... Thank you. Of course, it was a pleasure. Have a wonderful rest of your day, and thank you for calling Benefits in a Card. Bye.

Conversation Format

Speaker speaker_0: ... didn't get my card in the mail.

Speaker speaker_1: Hello, your name is Danny Smith? My name is Francesca. How can I assist you today?

Speaker speaker_0: Yes, how are you doing? My name is Danny Smith and I'm with Innovative Status Solution and I haven't received my medical card, my Medicaid card in the mail.

Speaker speaker_2: You need the card number?

Speaker speaker_0: I need the number.

Speaker speaker_1: So, if it's Medi-... Of course, if it's Medicaid, sir, that's only with the government. Now if you do have health insurance-

Speaker speaker_0: No, no, I'm sorry. I'm sorry. Not to... Yeah, I'm sorry. Not the... I'm talking about insurance, but I, I ain't meant to say Medicaid. I'm sorry.

Speaker speaker_1: Okay. That's all right, sir. I just wanted to confirm. What are the last three of your Social?

Speaker speaker_0: 7606.

Speaker speaker_1: And what was the last name?

Speaker speaker_0: Smith.

Speaker speaker_2: Okay. We're just gonna hold on and then come back after two. Okay?

Speaker speaker_0: Okay. So I have the number? Okay.

Speaker speaker_2: Yes, just come back, yeah.

Speaker speaker_0: Okay.

Speaker speaker_2: All right, thanks so much.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: There we go. All right, and for security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_0: My date of birth is 7/24/80, uh, and my mailing address is 1009 South Seventh Street, Terre Haute, Indiana 47807.

Speaker speaker_1: We have as contact 812-219-0230.

Speaker speaker_0: What, what is that?

Speaker speaker_1: Yes, sir. I apologize. I have it in quotes. Um, I was saying we have your phone number down as 812... 812, sorry, 219-0230.

Speaker speaker_0: Yes, but, uh, yeah, that's my, um, old number. I have a new number, now.

Speaker speaker_1: Which one will that be?

Speaker speaker_0: My number is 812-230-1257.

Speaker speaker_1: And I have your email down as jamesimr4@yahoo.com?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, let me place in a quick hold to download that benefit information. I'll be right back.

Speaker speaker_2: And as you go-

Speaker speaker_0: Okay. Where's my medication? Man, they ain't never offered no free thing around here, man. 30 seconds out of this water, I'm gonna have a... I'm gonna have to... I'm gonna have to grab me ass out of here. I got old, I got sick, I got pain. Look at us. We still living in that motherfucker.

Speaker speaker_2: Yeah.

Speaker speaker_0: That's it, man. I could just, uh... Take cut. Stay together. Nah. I'm good. I'm good. Come on, man. Like whatever.

Speaker speaker_2: Your house is going to hurt. You put me around this world. You know, man, .

Speaker speaker_1: Thank you so much for holding, Mr. Smith.

Speaker speaker_0: Yes.

Speaker speaker_1: All right, I sent you all three of your benefit cards to your email from the office email of info@benefitsinacard. Did you need me to give you the policy number for medical, dental or vision over the phone at this moment?

Speaker speaker_0: Uh, yes. Over the phone, yes.

Speaker speaker_1: Um, for which plan?

Speaker speaker_0: Uh, the medical one. Uh, like I... For my medicine.

Speaker speaker_1: Oh, okay. So the medication portion of that, I would honestly advise for you to search for these parts with a pharmacy, due to the fact that I'm not sure from all of that information what it is that they are going to need to put you into the system. The only information that I can provide you at this moment that I am certain of is the policy number attached to that medical plan you're on.

Speaker speaker_0: Oh, okay. So I just gotta... What's the email you sent me, I just need that to like CVS?

Speaker speaker_1: Yes, sir. Just show them the one that says hospital indemnity. That is your medical card.

Speaker speaker_0: Okay. Can I, can I make sure... Can I confirm that it's, it's done so I can go pick up my medicine? Can you go to my email real quick?

Speaker speaker_1: Yes, sir. I can wait on the line while you confirm that you've received the email.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Of course. Let me know once you see it.

Speaker speaker_0: Okay.

Speaker speaker_2: What's his name?

Speaker speaker_0: W- What's the name I'm looking for, ma'am?

Speaker speaker_1: Info@benefitsinacard. It's gonna be Title ID Card.

Speaker speaker_2: Which one?

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. And then the last thing I want to advise you before letting you know, letting you go, Mr. Smith, is your specific medical plan, they don't do a physical card. They only do a digital copy, unless we put in a request. Did you need me to put in that request for you also get a physical copy of your medical plan?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, I'll send that over to you. So, it should not be more than three, max four weeks, but it could get there sooner after today, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Was there anything else we can assist you with today?

Speaker speaker_0: No, that'll be all, if you... Thank you.

Speaker speaker_1: Of course, it was a pleasure. Have a wonderful rest of your day, and thank you for calling Benefits in a Card.

Speaker speaker_0: Bye.