

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, my name is Elena. I am calling because I have yet to receive my medical card. All right. Bear with me one moment. Okay, thank you. Of course. Let's see. Sorry, I'm just waiting for the system to get through. And then since I have you on the phone, I may have to update my, um, mailing address with y'all. So I can... Okay. ... if I move. What staffing company do you work with? Um, it's Priority Personnel. What is the last four of the SSN? It's 0044. All right. And then I'm gonna need you to verify the address that we have already on file, and after you verify that one, I'll be able to change it. Okay. Sure, no problem. It's 314 Herndon Street, San Marcos, Texas 78666. All right. What would you like the new address to be? It's going to be, um, 1637 Post, P-O-S-T, Road, Rd., um, Apartment J106. So J for Juliet. All right. Will it be still the same city and state? Yes. And is the ZIP code gonna stay that 78666? Yes. All right. And what is- One moment. That's okay. Um, and what is the date of birth? 05/06/1988. All right. We have down the best phone number to reach you, same as the one that you called us on, that 512-210-2030. Is that still correct? Yes. And last thing to verify will be the email, which I have it down as your first name. Lastname88@yahoo.com. Yes. And we have to up- update the last name, 'cause that's my maiden name. Okay. So the only thing will be the benefit cards that I can provide to you today are gonna have Vargas as your last name. It is gonna take roughly 48 hours for your carrier to update it to your new last name. Okay. No, that's fine. All right. And bear with me one moment. I'll place you in a quick hold to make sure that your staffing company doesn't require any documentation for the last name change, and then I'll take a... Here we go. I'm also taking advantage of Probably don't need to do that then. Okay. Yeah. The thing is with a couple of the staffing companies that we work with, some of them do require it, some of them don't. So I just wanna double-check. Okay. And then I'm gonna go ahead and get those benefit cards downloaded as well while I'm checking, okay? All right, thank you. Of course. Bear with me one moment. I'm gonna place you in a quick hold. Okay. All right, thank you so much for holding, Ms. Vargas. Are you still there? Hello, Ms. Vargas? Yes. Oh, I'm sorry. I accidentally hit the mute button with my cheeks. It's okay. All right, so I was able to verify, um, that indeed your staffing company does not require any documentation. I just have to make sure I do send that notification out to the front office so that they can also let those carriers know in order to update the information with your carriers as well. Okay. What's your new last name? It's Martinez. It's M-A-R-T-I-N-E-Z. All right. So it would be Elena Nicole Martinez, correct? Correct. All right. So I have it all updated in my side. Um, I did send you three PDF files, which will be those benefit cards. Okay. And I am finishing the ticket out for the front office to also reach out to your carriers so they can also update those benefit cards. Okay. As far as it goes with you getting the new benefit cards updated, I'm gonna keep an eye out for them so that as soon as they do become available, I can send

you a copy of them. Um, now, in the event that when I do reach out to you, we're unable to get a hold of you, I'll make sure to send you an email with copies of those new benefit cards. That'd be great 'cause most of... 'Cause I work nights, so I really don't- Mm-hmm. ... answer my phone during the day. Oh, it's okay. Don't worry. I'll make a note of it just in case too, to put down in the event that we do not reach you, to leave that email with those benefit cards since you work the night shift. Okay. All right. So you are all set. That email is gonna be coming from the office email, which is info@benefitsinacard.com, and it's also going to have three PDF files, which will be your benefit cards. I do want to mention, for your vision benefit, your carrier, which is MetLife, they offer two type of services, Major Medical Insurances and PPO Limited. The benefits that your staffing company offers are pre- are PPO Limited plans. Okay. So you have to call that specific phone number that I put on that email, and then your provider, whenever they're calling to verify your coverage, they're gonna go ahead and put the other phone number that's there. Those instructions were left on that email as well for your purposes. Oh, thank you. Of course. Was there anything else that we can assist you with aside from making these updates to the account and providing you those benefit cards? No, that was it. All right. Well, it has been a pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits In No Card today. Thank you. Mm, bye-bye. Of course. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, my name is Elena. I am calling because I have yet to receive my medical card.

Speaker speaker_0: All right. Bear with me one moment.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Let's see. Sorry, I'm just waiting for the system to get through.

Speaker speaker_1: And then since I have you on the phone, I may have to update my, um, mailing address with y'all. So I can...

Speaker speaker_0: Okay.

Speaker speaker_1: ... if I move.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, it's Priority Personnel.

Speaker speaker_0: What is the last four of the SSN?

Speaker speaker_1: It's 0044.

Speaker speaker_0: All right. And then I'm gonna need you to verify the address that we have already on file, and after you verify that one, I'll be able to change it.

Speaker speaker_1: Okay. Sure, no problem. It's 314 Herndon Street, San Marcos, Texas 78666.

Speaker speaker_0: All right. What would you like the new address to be?

Speaker speaker_1: It's going to be, um, 1637 Post, P-O-S-T, Road, Rd., um, Apartment J106. So J for Juliet.

Speaker speaker_0: All right. Will it be still the same city and state?

Speaker speaker_1: Yes.

Speaker speaker_0: And is the ZIP code gonna stay that 78666?

Speaker speaker_1: Yes.

Speaker speaker_0: All right.

Speaker speaker_1: And what is-

Speaker speaker_0: One moment. That's okay. Um, and what is the date of birth?

Speaker speaker_1: 05/06/1988.

Speaker speaker_0: All right. We have down the best phone number to reach you, same as the one that you called us on, that 512-210-2030. Is that still correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And last thing to verify will be the email, which I have it down as your first name. Lastname88@yahoo.com.

Speaker speaker_1: Yes. And we have to up- update the last name, 'cause that's my maiden name.

Speaker speaker_0: Okay. So the only thing will be the benefit cards that I can provide to you today are gonna have Vargas as your last name. It is gonna take roughly 48 hours for your carrier to update it to your new last name.

Speaker speaker_1: Okay. No, that's fine.

Speaker speaker_0: All right. And bear with me one moment. I'll place you in a quick hold to make sure that your staffing company doesn't require any documentation for the last name change, and then I'll take a... Here we go. I'm also taking advantage of

Speaker speaker_1: Probably don't need to do that then. Okay.

Speaker speaker_0: Yeah. The thing is with a couple of the staffing companies that we work with, some of them do require it, some of them don't. So I just wanna double-check.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I'm gonna go ahead and get those benefit cards downloaded as well while I'm checking, okay?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Of course. Bear with me one moment. I'm gonna place you in a quick hold.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, thank you so much for holding, Ms. Vargas. Are you still there? Hello, Ms. Vargas?

Speaker speaker_2: Yes. Oh, I'm sorry. I accidentally hit the mute button with my cheeks.

Speaker speaker_0: It's okay. All right, so I was able to verify, um, that indeed your staffing company does not require any documentation. I just have to make sure I do send that notification out to the front office so that they can also let those carriers know in order to update the information with your carriers as well.

Speaker speaker_2: Okay.

Speaker speaker_0: What's your new last name?

Speaker speaker_2: It's Martinez. It's M-A-R-T-I-N-E-Z.

Speaker speaker_0: All right. So it would be Elena Nicole Martinez, correct?

Speaker speaker_2: Correct.

Speaker speaker_0: All right. So I have it all updated in my side. Um, I did send you three PDF files, which will be those benefit cards.

Speaker speaker_2: Okay.

Speaker speaker_0: And I am finishing the ticket out for the front office to also reach out to your carriers so they can also update those benefit cards.

Speaker speaker_2: Okay.

Speaker speaker_0: As far as it goes with you getting the new benefit cards updated, I'm gonna keep an eye out for them so that as soon as they do become available, I can send you a copy of them. Um, now, in the event that when I do reach out to you, we're unable to get a hold of you, I'll make sure to send you an email with copies of those new benefit cards.

Speaker speaker_2: That'd be great 'cause most of... 'Cause I work nights, so I really don't-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... answer my phone during the day.

Speaker speaker_0: Oh, it's okay. Don't worry. I'll make a note of it just in case too, to put down in the event that we do not reach you, to leave that email with those benefit cards since you work the night shift.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. So you are all set. That email is gonna be coming from the office email, which is info@benefitsinacard.com, and it's also going to have three PDF files, which will be your benefit cards. I do want to mention, for your vision benefit, your carrier, which is MetLife, they offer two type of services, Major Medical Insurances and PPO Limited. The benefits that your staffing company offers are pre- are PPO Limited plans.

Speaker speaker_2: Okay.

Speaker speaker_0: So you have to call that specific phone number that I put on that email, and then your provider, whenever they're calling to verify your coverage, they're gonna go ahead and put the other phone number that's there. Those instructions were left on that email as well for your purposes.

Speaker speaker_2: Oh, thank you.

Speaker speaker_0: Of course. Was there anything else that we can assist you with aside from making these updates to the account and providing you those benefit cards?

Speaker speaker_2: No, that was it.

Speaker speaker_0: All right. Well, it has been a pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits In No Card today.

Speaker speaker_2: Thank you. Mm, bye-bye.

Speaker speaker_0: Of course. Bye-bye.