

Transcript: Francesca

Baez-6480139570167808-6049131012079616

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Tina and my employer informed me in January that my insurance would be transitioning to Benefits in a Card and I never received an insurance card and I have no clue what the changes in my benefits are now. Okay. What staffing company do you work with? Um, it is with, uh, Noor Staffing Group. N-O-O-R Staffing G- Group. What are the last four of your Social? 1431. And the last name? Enochs. E-n-o-c-h-s. Hmm. And then lastly, to make sure that I have the right account in front of me, could you please verify your mailing address and date of birth for me? 6 South Clark Avenue, St. Louis, Missouri, 63135. 1/3/1984. At best, contact 202-492-9449, same as the one you called on? Yes. We have your email down as first name, letter, at, last name@Gmail.com. Correct. So there's actually currently no active enrollment on the account, ma'am. Oh? It doesn't look like when we... Yes, ma'am, there's no active enrollment on your account. It doesn't look like when they transferred over your information, there was any enrollment attached to it. So what does that mean? It means that you currently do not have any coverage. Oh. Okay. I will call you back. Thank you. Okay. We're out of state, ma'am.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. My name is Tina and my employer informed me in January that my insurance would be transitioning to Benefits in a Card and I never received an insurance card and I have no clue what the changes in my benefits are now.

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

Speaker speaker_1: Um, it is with, uh, Noor Staffing Group. N-O-O-R Staffing G- Group.

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

Speaker speaker_1: 1431.

Speaker speaker_0: And the last name?

Speaker speaker_1: Enochs. E-n-o-c-h-s.

Speaker speaker_0: Hmm. And then lastly, to make sure that I have the right account in front of me, could you please verify your mailing address and date of birth for me?

Speaker speaker_1: 6 South Clark Avenue, St. Louis, Missouri, 63135. 1/3/1984.

Speaker speaker_0: At best, contact 202-492-9449, same as the one you called on?

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as first name, letter, at, last name@Gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: So there's actually currently no active enrollment on the account, ma'am.

Speaker speaker_1: Oh?

Speaker speaker_0: It doesn't look like when we... Yes, ma'am, there's no active enrollment on your account. It doesn't look like when they transferred over your information, there was any enrollment attached to it.

Speaker speaker_1: So what does that mean?

Speaker speaker_0: It means that you currently do not have any coverage.

Speaker speaker_1: Oh. Okay. I will call you back. Thank you.

Speaker speaker_0: Okay. We're out of state, ma'am.