

## Transcript: Francesca

**Baez-6508126135828480-6654411245535232**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, hi. Um, I have insurance through my, um, uh, work. And I'm trying to see, how come I never got my behavioral health, uh, card? That would be because of the fact that- I'm trying to see if my card is active or not. That would be because... Sure thing, sir. That would be due to the fact that the behavior health is a virtual service. They don't have actual benefit cards. I can take a look into the account- Okay, sure. Like, uh, you will have to email me? ... to see if- Yeah, if you look at the account, that'd be great. Thank you so much. Sure. I will have to take a look into the account to see if it's active. What staffing company do you work with? Uh, Assurance. Excuse me? Can you look it, can you look it up with my name and, like, you know, address and things like that? No, sir. I will first need you to reply to my question. Once again, which staffing company do you work with? On Staffing Assurance. I'm sorry? OnTrack Staffing, that's what they're called. Okay. OnTrack Staffing, that's what it's called. Yeah. What are the last four of the Social? 0939. And the last name? Last name is Mahmood, M-A-H-M-O-O-D. And you said the last four was 0929? 0939. Okay. Please verify your mailing address and your date of birth. I'm sorry? Yes, sir. Please verify your mailing address and your date of birth. 4940 Hickory Woods East, Antioch, Tennessee. Uh, October 1st, 1984. I have your best phone number as 615-779-9754. Yeah, yeah. And we have your email down as M-O-Z-A-N-I-C at hotmail.com. At hotmail.com. Yeah, you got it. Okay. So your policy became active March 31st and it has been active up to this week with no lapse in coverage. Now, based on your selection- Okay. ... which was dental, vision and behavior health, there will have only been those- Yeah. ... dental and vision benefit cards sent to you. Did you receive those? Uh, I got, I got the, uh, dental. I didn't... I mean, I haven't checked my email because I've been out of town, but I'm saying for the behavioral, is it active? If so, can you send me, like, a, like, an email with a copy of the card? And also, I need to know, like, which therapists are being covered because I don't really know, like, where to, like, where to look for, for a therapist locally for c- with my coverage. Of course, sir. So that's what I meant when I advised you at the start of the call, behavior health is virtual only. There is no benefit card that I can provide to you because that plan does not have a benefit card. Now, based on the information provided on the benefit guide, there is a specific phone number that you need to call in order to actually speak with a therapist. So this plan is virtual only. It's not going to cover for you to see a face-to-face therapist. Oh, okay. Yeah, sure. I mean, I can do that. No problem. But my question is, um, like, h- like, can you, like... Okay, when I talk, like, do you have a number, like, that I can reach out to the therapist and stuff for virtual service? Yes, sir. Let me know when you're ready for that phone number. Can you email it to me? Sure thing, sir. I'll send it to your email. The information? Yeah, please. Uh, it's M-O-Z-A-N-I-C at hotmail.com, if you don't mind. Because that way I will have a copy of it. You know what I

mean? Instead of writing somewhere down. Of course. Can you hear me? Yes, sir. Okay. So I sent that to you. It's going to be coming in from m- [benefitsinacard.com](https://benefitsinacard.com). All right. Thank you so much. Appreciate it. Of course. My pleasure. Was there anything else we can assist you with today? All right. No, that'll be it. That'll be it. Bye-bye. Have a great day.

## 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: Uh, hi. Um, I have insurance through my, um, uh, work. And I'm trying to see, how come I never got my behavioral health, uh, card?

Speaker speaker\_0: That would be because of the fact that-

Speaker speaker\_1: I'm trying to see if my card is active or not.

Speaker speaker\_0: That would be because... Sure thing, sir. That would be due to the fact that the behavior health is a virtual service. They don't have actual benefit cards. I can take a look into the account-

Speaker speaker\_1: Okay, sure. Like, uh, you will have to email me?

Speaker speaker\_0: ... to see if-

Speaker speaker\_1: Yeah, if you look at the account, that'd be great. Thank you so much.

Speaker speaker\_0: Sure. I will have to take a look into the account to see if it's active. What staffing company do you work with?

Speaker speaker\_1: Uh, Assurance.

Speaker speaker\_0: Excuse me?

Speaker speaker\_1: Can you look it, can you look it up with my name and, like, you know, address and things like that?

Speaker speaker\_0: No, sir. I will first need you to reply to my question. Once again, which staffing company do you work with?

Speaker speaker\_1: On Staffing Assurance.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: OnTrack Staffing, that's what they're called.

Speaker speaker\_0: Okay.

Speaker speaker\_1: OnTrack Staffing, that's what it's called. Yeah.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: 0939.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Last name is Mahmood, M-A-H-M-O-O-D.

Speaker speaker\_0: And you said the last four was 0929?

Speaker speaker\_1: 0939.

Speaker speaker\_0: Okay. Please verify your mailing address and your date of birth.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Yes, sir. Please verify your mailing address and your date of birth.

Speaker speaker\_1: 4940 Hickory Woods East, Antioch, Tennessee. Uh, October 1st, 1984.

Speaker speaker\_0: I have your best phone number as 615-779-9754.

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: And we have your email down as M-O-Z-A-N-I-C at hotmail.com.

Speaker speaker\_1: At hotmail.com. Yeah, you got it.

Speaker speaker\_0: Okay. So your policy became active March 31st and it has been active up to this week with no lapse in coverage. Now, based on your selection-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... which was dental, vision and behavior health, there will have only been those-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... dental and vision benefit cards sent to you. Did you receive those?

Speaker speaker\_1: Uh, I got, I got the, uh, dental. I didn't... I mean, I haven't checked my email because I've been out of town, but I'm saying for the behavioral, is it active? If so, can you send me, like, a, like, an email with a copy of the card? And also, I need to know, like, which therapists are being covered because I don't really know, like, where to, like, where to look for, for a therapist locally for c- with my coverage.

Speaker speaker\_0: Of course, sir. So that's what I meant when I advised you at the start of the call, behavior health is virtual only. There is no benefit card that I can provide to you because that plan does not have a benefit card. Now, based on the information provided on the benefit guide, there is a specific phone number that you need to call in order to actually speak with a therapist. So this plan is virtual only. It's not going to cover for you to see a face-to-face therapist.

Speaker speaker\_1: Oh, okay. Yeah, sure. I mean, I can do that. No problem. But my question is, um, like, h- like, can you, like... Okay, when I talk, like, do you have a number, like, that I can reach out to the therapist and stuff for virtual service?

Speaker speaker\_0: Yes, sir. Let me know when you're ready for that phone number.

Speaker speaker\_1: Can you email it to me?

Speaker speaker\_0: Sure thing, sir. I'll send it to your email.

Speaker speaker\_1: The information? Yeah, please. Uh, it's M-O-Z-A-N-I-C at hotmail.com, if you don't mind. Because that way I will have a copy of it. You know what I mean? Instead of writing somewhere down.

Speaker speaker\_0: Of course.

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: Yes, sir. Okay. So I sent that to you. It's going to be coming in from m-benefitsinacard.com.

Speaker speaker\_1: All right. Thank you so much. Appreciate it.

Speaker speaker\_0: Of course. My pleasure. Was there anything else we can assist you with today?

Speaker speaker\_1: All right. No, that'll be it. That'll be it. Bye-bye.

Speaker speaker\_0: Have a great day.