

Transcript: Franchesca

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Full Transcript

... this thing help? Hello? Hello? Hello. Hello, can you hear me? Yes, sir. I can hear you. We here ■em. Okay. Yes, ma'am. Yes, ma'am. I had signed... I had got insurance through my, um, I had got insurance through y'all but I never received my, um, not my, my, my medical policy. Okay. Let's take a look. The insurance is actually through your staffing company. We only administrate. What is the last four of your social and the staffing company you're with? Uh, TR... I mean, my last four social is 2140 and I am T with TRC. They told me to call you so. Yes, sir. Um, due to the fact that we're the administrators for the health benefits. What is your last name? Bennett. B-E-N-N-E-T-T. Here we go. And could you verify your mailing address and date of birth for me to make sure I have the right account in front of me? All right. It's 3561 Kenner Station Northwest, uh, Kenner, Georgia 30144, I mean, 30144. And my... What you say my birthday? April 13th ■34. I have best contact 504-615-0936, I mean 0986, sorry. That's right? 615. Yeah, I mean 504-615-0983, yeah. Okay. And then I have your email down as your first name letter R last name 84 at gmail.com. Yes. Okay. So the reason why you still haven't received the benefit card is 'cause your coverage just became active this week on Monday, 24th. So they're not gonna be sending anything out till tomorrow Friday. Okay. I'm gonna see if we have the dig- The- I'm sorry? I was listen. Oh, I'm sorry. I was just gonna say I'm gonna see if we have the digital versions of your benefit card so that I can at least send those to your emails while you wait for those physical cards to get here. I appreciate it. Of course. And then one question. The carrier for your medical plan only does a digital copy of the medical card being sent to the email. Basically the same thing that I'm going to do today. Do you need me to put in a request for a mail copy, a physical card for the medical plan as well? Yes. Yes. Yes. Okay. Okay. So the only one that I'm missing to see if we have... Oh, and we do. It's the vision one. So I just have to download the vision one. I already have your dental and medical. Okay. Thank you. All right. And then the only card that I'm not able to provide to you right now will be the one for your, for your ex-membership since that card you get access to it once you activate the coverage. Have you registered yet? I don't even know if I have. Okay. Do you want me to send you an additional email with the links and the steps just in case? Yeah. All right. And can you like, can you kind of like, uh, put like some stars under the, like attention by the email that way I know what to go to? I'm sorry. One more time. Can you add the word "attention" to the subject of the email? That way I know, right, right? 'Cause I don't really deal with emails like that, but I can go right to it. Like, through that. Of course. Okay. So you want me to put it on the front of it or just "attention" being the only subject on it? It could be the only subject. Okay. There we go. And then your vision plan, your carrier is MetLife. Okay. The phone number that I'm gonna put down on that email with the benefit card is gonna be the same phone number that you're going to have your vision provider verify your coverage through. Due to the fact that the one that's gonna show up on your benefit card, the

first one, that one is only for major medical insurance plans. Yours is a PPO medical plan. Yes. So it will have to be the phone number that I put in there. Okay. And then I'm missing just one more to send to you and I'll have you on your way. All right. So it will be two emails sent to you. Both of them say attention in front of the subject line. And it'll be from info@benefitsinnocard.com. Oh, thank you. Of course. Is there anything else I can assist you with today, sir? No, I'm good. I hope you have a wonderful rest of your day and thank you so much for allowing me to assist you today. Thank you. You have a good one. Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... this thing help?

Speaker speaker_1: Hello?

Speaker speaker_0: Hello?

Speaker speaker_2: Hello. Hello, can you hear me?

Speaker speaker_0: Yes, sir. I can hear you. We here ■em.

Speaker speaker_2: Okay. Yes, ma'am. Yes, ma'am. I had signed... I had got insurance through my, um, I had got insurance through y'all but I never received my, um, not my, my, my medical policy.

Speaker speaker_0: Okay. Let's take a look. The insurance is actually through your staffing company. We only administrate. What is the last four of your social and the staffing company you're with?

Speaker speaker_2: Uh, TR... I mean, my last four social is 2140 and I am T with TRC. They told me to call you so.

Speaker speaker_0: Yes, sir. Um, due to the fact that we're the administrators for the health benefits. What is your last name?

Speaker speaker_2: Bennett. B-E-N-N-E-T-T.

Speaker speaker_0: Here we go. And could you verify your mailing address and date of birth for me to make sure I have the right account in front of me?

Speaker speaker_2: All right. It's 3561 Kenner Station Northwest, uh, Kenner, Georgia 30144, I mean, 30144. And my... What you say my birthday? April 13th ■34.

Speaker speaker_0: I have best contact 504-615-0936, I mean 0986, sorry.

Speaker speaker_2: That's right? 615. Yeah, I mean 504-615-0983, yeah.

Speaker speaker_0: Okay. And then I have your email down as your first name letter R last name 84 at gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So the reason why you still haven't received the benefit card is 'cause your coverage just became active this week on Monday, 24th. So they're not gonna be sending anything out till tomorrow Friday.

Speaker speaker_2: Okay.

Speaker speaker_0: I'm gonna see if we have the dig-

Speaker speaker_2: The-

Speaker speaker_0: I'm sorry?

Speaker speaker_2: I was listen.

Speaker speaker_0: Oh, I'm sorry. I was just gonna say I'm gonna see if we have the digital versions of your benefit card so that I can at least send those to your emails while you wait for those physical cards to get here.

Speaker speaker_2: I appreciate it.

Speaker speaker_0: Of course. And then one question. The carrier for your medical plan only does a digital copy of the medical card being sent to the email. Basically the same thing that I'm going to do today. Do you need me to put in a request for a mail copy, a physical card for the medical plan as well?

Speaker speaker_2: Yes. Yes. Yes.

Speaker speaker_0: Okay. Okay. So the only one that I'm missing to see if we have... Oh, and we do. It's the vision one. So I just have to download the vision one. I already have your dental and medical.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: All right. And then the only card that I'm not able to provide to you right now will be the one for your, for your ex-membership since that card you get access to it once you activate the coverage. Have you registered yet?

Speaker speaker_2: I don't even know if I have.

Speaker speaker_0: Okay. Do you want me to send you an additional email with the links and the steps just in case?

Speaker speaker_2: Yeah.

Speaker speaker_0: All right.

Speaker speaker_2: And can you like, can you kind of like, uh, put like some stars under the, like attention by the email that way I know what to go to?

Speaker speaker_0: I'm sorry. One more time.

Speaker speaker_2: Can you add the word "attention" to the subject of the email? That way I know, right, right? 'Cause I don't really deal with emails like that, but I can go right to it. Like, through that.

Speaker speaker_0: Of course. Okay. So you want me to put it on the front of it or just "attention" being the only subject on it?

Speaker speaker_2: It could be the only subject.

Speaker speaker_0: Okay. There we go. And then your vision plan, your carrier is MetLife.

Speaker speaker_2: Okay.

Speaker speaker_0: The phone number that I'm gonna put down on that email with the benefit card is gonna be the same phone number that you're going to have your vision provider verify your coverage through. Due to the fact that the one that's gonna show up on your benefit card, the first one, that one is only for major medical insurance plans. Yours is a PPO medical plan.

Speaker speaker_2: Yes.

Speaker speaker_0: So it will have to be the phone number that I put in there.

Speaker speaker_2: Okay.

Speaker speaker_0: And then I'm missing just one more to send to you and I'll have you on your way. All right. So it will be two emails sent to you. Both of them say attention in front of the subject line. And it'll be from info@benefitsinnocard.com.

Speaker speaker_2: Oh, thank you.

Speaker speaker_0: Of course. Is there anything else I can assist you with today, sir?

Speaker speaker_2: No, I'm good.

Speaker speaker_0: I hope you have a wonderful rest of your day and thank you so much for allowing me to assist you today.

Speaker speaker_2: Thank you. You have a good one.

Speaker speaker_0: Thank you. You too. Bye-bye.

Speaker speaker_2: Bye-bye.