

Transcript: Justin

Mills-4507686750830592-4819683677749248

Full Transcript

Thank you for calling Benefits in a Card. Hello. This is Justin. How can I help you today? Uh, yes, sir. I was just trying to find out, um, I know I called in, um, quite a few weeks ago and made some changes, um, to my policy. Um, being that I'm, I'm working for MAU Staffing Solutions and they're the ones that, um, give us the option to book insurance through you guys. And I was told that I had, um, my health insurance emailed to me. But for some reason I don't have it. I have the, um, the vision, the vision and something card, like the actual physical card, but I don't have the insurance card, and I don't have the information for the health insurance. All right. Let me check on that for you. So MAU, what's the last four of your social? 0669. And your first and last name? Elizabeth Sullivan. And for security purposes, can you verify your home address including city, state and zip code? 2626 Livonia Highway, Bowersville, Georgia 30516. And confirm your date of birth. 8/25/84. And your telephone number has a 706-961-1586? Yes, sir. I was- Okay. Well I- ... supposed to get home from work last night because I've throwing up repeatedly and I need to go see my doctor, but I can't go see my doctor if I don't have the information for my health insurance. Totally understand and the email I have is georgiagirl.1984@yahoo? Yes, sir. Okay. Well, here, do you mind if I place you on a brief hold while I email you the information? Yes, sir. That's fine. Hello, Elizabeth. You still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Okay. I think I just found it. Um, can you tell me if my, um, primary doctor is gonna be, um, in network? Um, now I wouldn't have access to that information. However, there are telephone numbers in the email, um, to where if you call them and provide them with your zip code, they can give you a list of those providers that will accept the insurance in that location. Okay. So basically what you just sent me will be, uh, good enough for them to be able to, um, get me in and be able to use my insurance to see the doctor today? Correct. Because it's a PDF, uh, version of your ID cards. Yes. Okay. All righty. I sure do appreciate it. Thank you so much. You're welcome. You have a great day, Elizabeth. Okay? Okay. You too. Thank you so much. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card.

Speaker speaker_1: Hello.

Speaker speaker_0: This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes, sir. I was just trying to find out, um, I know I called in, um, quite a few weeks ago and made some changes, um, to my policy. Um, being that I'm, I'm working for MAU Staffing Solutions and they're the ones that, um, give us the option to book insurance through you guys. And I was told that I had, um, my health insurance emailed to me. But for some reason I don't have it. I have the, um, the vision, the vision and something card, like the actual physical card, but I don't have the insurance card, and I don't have the information for the health insurance.

Speaker speaker_0: All right. Let me check on that for you. So MAU, what's the last four of your social?

Speaker speaker_1: 0669.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Elizabeth Sullivan.

Speaker speaker_0: And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker_1: 2626 Livonia Highway, Bowersville, Georgia 30516.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 8/25/84.

Speaker speaker_0: And your telephone number has a 706-961-1586?

Speaker speaker_1: Yes, sir. I was-

Speaker speaker_0: Okay. Well I-

Speaker speaker_1: ... supposed to get home from work last night because I've throwing up repeatedly and I need to go see my doctor, but I can't go see my doctor if I don't have the information for my health insurance.

Speaker speaker_0: Totally understand and the email I have is georgiagirl.1984@yahoo?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email you the information?

Speaker speaker_1: Yes, sir. That's fine.

Speaker speaker_0: Hello, Elizabeth. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see

them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker_1: Okay. I think I just found it. Um, can you tell me if my, um, primary doctor is gonna be, um, in network?

Speaker speaker_0: Um, now I wouldn't have access to that information. However, there are telephone numbers in the email, um, to where if you call them and provide them with your zip code, they can give you a list of those providers that will accept the insurance in that location.

Speaker speaker_1: Okay. So basically what you just sent me will be, uh, good enough for them to be able to, um, get me in and be able to use my insurance to see the doctor today?

Speaker speaker_0: Correct. Because it's a PDF, uh, version of your ID cards. Yes.

Speaker speaker_1: Okay. All righty. I sure do appreciate it. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, Elizabeth. Okay?

Speaker speaker_1: Okay. You too. Thank you so much.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.