

Transcript: Justin

Mills-4618481088544768-4946838351200256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, um, I was calling to, uh... I just got my card in the mail, but I really don't know, uh, like, what it is I'm covered for anything. I don't really know. Yeah, I can verify that for you. What's the staffing agency you work for? Wagner. And the last four of your Social? 1522. And what was your first and last name? Ariaahn Kee. Okay. And for security purposes, can you verify the home address, including city, state and zip code? Yes. It's 1201 Chardonnay Lane, Griffin, Georgia 30223. And your date of birth? 10-23-1998. And a good telephone number has 470-606-2233. Yes, sir. And the email has counselmalan at gmail? Yes, sir. Okay, so looking at the file, it looks like you're currently enrolled into the MEC Standalone which covers preventative healthcare services, dental, vision and the VIP Pro which covers hospitals, doctors and medications. However, do you mind describing that card so I can actually tell you what it is specifically? Okay. So it's a white card outlined with like... It's blue outline on every box that says, like, pharmacy, medical, vision, um, stuff like that. Uh, the medical says MultiPlan. Pharmacy says Alexa. Okay. Um, and vision say MetLife. Okay, so that should be like a card of everything that you're currently enrolled into. However, I sh-... I can possibly email each individual ID card if need be. Yes, could you do that? Yeah. Do you mind if I place you on a brief hold while I do that for you, Arian? Uh, ye- yes, sure. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, Arian. You still there? Yes. 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. Um, the email that you should- Okay. ... be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Well, was there anything else I can help you with today? Um, do I just go online to see, uh, uh, what's the word I'm looking for? Like, okay, with the medical to see the list of the doctors, I have to go online? Um, now there are telephone numbers. Yeah. Well, I in-... I included telephone numbers in the email that I sent you. Uh, when you do call them- Mm-hmm. ... all you have to do is just provide them with your zip code. Okay? Okay. Okay. Well, was there anything else I can help you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, um, I was calling to, uh... I just got my card in the mail, but I really don't know, uh, like, what it is I'm covered for anything. I don't really know.

Speaker speaker_1: Yeah, I can verify that for you. What's the staffing agency you work for?

Speaker speaker_2: Wagner.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1522.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Ariahn Kee.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Yes. It's 1201 Chardonnay Lane, Griffin, Georgia 30223.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10-23-1998.

Speaker speaker_1: And a good telephone number has 470-606-2233.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email has counselmalan at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so looking at the file, it looks like you're currently enrolled into the MEC Standalone which covers preventative healthcare services, dental, vision and the VIP Pro which covers hospitals, doctors and medications. However, do you mind describing that card so I can actually tell you what it is specifically?

Speaker speaker_2: Okay. So it's a white card outlined with like... It's blue outline on every box that says, like, pharmacy, medical, vision, um, stuff like that. Uh, the medical says MultiPlan. Pharmacy says Alexa.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, and vision say MetLife.

Speaker speaker_1: Okay, so that should be like a card of everything that you're currently enrolled into. However, I sh-... I can possibly email each individual ID card if need be.

Speaker speaker_2: Yes, could you do that?

Speaker speaker_1: Yeah. Do you mind if I place you on a brief hold while I do that for you, Arian?

Speaker speaker_2: Uh, ye- yes, sure.

Speaker speaker_1: Awesome. I'll be right back for you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Arian. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: 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. Um, the email that you should-

Speaker speaker_2: Okay.

Speaker speaker_1: ... be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, was there anything else I can help you with today?

Speaker speaker_2: Um, do I just go online to see, uh, uh, what's the word I'm looking for? Like, okay, with the medical to see the list of the doctors, I have to go online?

Speaker speaker_1: Um, now there are telephone numbers. Yeah. Well, I in-... I included telephone numbers in the email that I sent you. Uh, when you do call them-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... all you have to do is just provide them with your zip code. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, was there anything else I can help you with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.