

## Transcript: Justin

**Mills-4711320329306112-5975758701248512**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, this Connie ... Um, I was calling because I had a doc... well, I'm at the doctor's now, an, an actual visit on, for me today, but, and I can't get paid 'cause I don't have none of my Social Insurance information. I took it out, we took it out, but the pay... I'm checking, I'm gonna check in the papers I have a check, but they never sent me over my package or anything. Um, yeah. A confirmation. Let me check on that for you. What's that staffing agency you work for? CRC.net/flex. And the last four of your social? 5121. And for security purposes, could you verify your home address, including city, state and zip code, Connie? 814 Crystal Springs Drive, Union, South Carolina 29123. And confirm your date of birth? 6/14/1978. And a good telephone number has 307-7986. Yes, sir. That's correct. And the email I have is connie@031 at gmail.com? Yes, sir. Okay, so let's see here. So checking the calendar, it looks like you became active in the coverage as of today, um, so you should be receiving physical ID cards early next week. Mm-hmm. However, you stated you had an appointment today. Is that correct? Yes, sir. But I'm at the counter 'cause 18 years old. She told me to ... at the counter. I'm not sure she was really figuring out, 'cause I thought at my old employer's, um, benefits were still current, but it's not. Normally they'll see you over there tonight and send a letter in the mail, let you know that and everything, but they didn't do that so, eh- Okay. ... I'm fine. Uh, so since you became active in the coverage as of today, I do know that physical ID cards will arrive early next week. However, if you called back Thursday or Friday of this week, we can actually email the ID cards to you then because it does take the insurance carrier at least 72 hours to generate policy numbers. However- Okay. ... you also can still go to that appointment. Um, just have the providers call us at Benefits and a Card and we can let them know, "Hey, this number is currently active and provide eligibility," and just let them know we're waiting for the carrier to generate your policy numbers for you. Okay. And it'll be like a 72 hours, right? Correct. Okay. Okay. I'll let her know 'cause I'm up here now 'cause she won't... uh, she said she'll reschedule anyways, so I can reschedule probably around Thursday morning or Friday morning? Yeah, around Thursday or Friday this week. Yes, ma'am. Okay. Okay. We'll do Friday. Okay. Well- All right. ... is there anything else we can assist you with today, Connie? No, sir. I appreciate it so much. You're welcome. You have a great day. Okay? Oh, you do the same. Thank you. Thank you. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah, this Connie ... Um, I was calling because I had a doc... well, I'm at the doctor's now, an, an actual visit on, for me today, but, and I can't get paid 'cause I don't have none of my Social Insurance information. I took it out, we took it out, but the pay... I'm checking, I'm gonna check in the papers I have a check, but they never sent me over my package or anything.

Speaker speaker\_0: Um, yeah.

Speaker speaker\_1: A confirmation.

Speaker speaker\_0: Let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: CRC.net/flex.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 5121.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Connie?

Speaker speaker\_1: 814 Crystal Springs Drive, Union, South Carolina 29123.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 6/14/1978.

Speaker speaker\_0: And a good telephone number has 307-7986.

Speaker speaker\_1: Yes, sir. That's correct.

Speaker speaker\_0: And the email I have is connie@031 at gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so let's see here. So checking the calendar, it looks like you became active in the coverage as of today, um, so you should be receiving physical ID cards early next week.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: However, you stated you had an appointment today. Is that correct?

Speaker speaker\_1: Yes, sir. But I'm at the counter 'cause 18 years old. She told me to ... at the counter. I'm not sure she was really figuring out, 'cause I thought at my old employer's, um, benefits were still current, but it's not. Normally they'll see you over there tonight and send a letter in the mail, let you know that and everything, but they didn't do that so, eh-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I'm fine.

Speaker speaker\_0: Uh, so since you became active in the coverage as of today, I do know that physical ID cards will arrive early next week. However, if you called back Thursday or

Friday of this week, we can actually email the ID cards to you then because it does take the insurance carrier at least 72 hours to generate policy numbers. However-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you also can still go to that appointment. Um, just have the providers call us at Benefits and a Card and we can let them know, "Hey, this number is currently active and provide eligibility," and just let them know we're waiting for the carrier to generate your policy numbers for you.

Speaker speaker\_1: Okay. And it'll be like a 72 hours, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Okay. I'll let her know 'cause I'm up here now 'cause she won't... uh, she said she'll reschedule anyways, so I can reschedule probably around Thursday morning or Friday morning?

Speaker speaker\_0: Yeah, around Thursday or Friday this week. Yes, ma'am.

Speaker speaker\_1: Okay. Okay. We'll do Friday.

Speaker speaker\_0: Okay. Well-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... is there anything else we can assist you with today, Connie?

Speaker speaker\_1: No, sir. I appreciate it so much.

Speaker speaker\_0: You're welcome. You have a great day. Okay?

Speaker speaker\_1: Oh, you do the same. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.