

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name's Isaiah. I recently got a email from Benefit from a Card. I just wanted to know if, um, like, um, I'm enrolled or is there, if there's anything else I need to do to, um, get my benefits? Mm-hmm. Um, what did the email say, if you don't mind me asking? Uh huh. I believe, like, uh, like, that I wasn't enrolled, and, um, like, it said, "Welcome." I did a login for Benefits in a Card. Um, so, uh, I was just wanted to check if, like, I'm, I'm, like, I have it, if you know what I mean? Or if the card will be coming in through the mail soon. I just wanted to give a call to figure that out. Yeah. Let me check on that. What's that staffing agency you work for? Um, On Track. And the last four of your social? Uh, 6494. And what was your first and last name again? I'm sorry. Um, Isaiah Tinoco. Yes. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Isaiah? Yeah. Uh, 1718 Granada Street, uh, Grand Prairie, Texas 75051. And confirm your date of birth? August 22nd, 2001. And a good telephone number I have is 214-930-4204? Correct. And the email I have is isaiahtinoco@0@gmail? Yes. Okay. So looking at the calendar, it looks like you did become active in the coverage as of last Monday, the 28th. So you should be receiving physical ID cards early, uh, this, or sometime this week. Oh, good. However, do you mind if I put you on a brief hold while I email you that information? Yeah, yeah, yeah, that's fine. Okay. Hello, Isaiah, is you still there? Yeah, I'm here. Awesome. Thank you so much for holding. Um, so when I went to go search up the ID cards on the website, it looks like the ID cards haven't been put on the APL portal just yet. Mm-hmm. So what I have to do, I have to reach out to my back office, have them send a manual update to the insurance carrier, and then I can possibly get policy numbers for you, and then reach back out to you. Okay. Sounds great. No, it's, um, you know, I'm just curious if it will be sent out anytime soon. Um, you know, I kind of want to go to the doctor. Uh, I don't know- That's okay. ... if you can hear me at all. I'm real sick right now, so. I totally understand. Um, but yes, sir, you did become active as of last Monday, the 28th. So you should be receiving the physical ID cards within the next few days. It's just the ID cards that are, are, um, are, are put on the website. Um, but- Yeah. ... when I went to go search the website, they weren't able to download. So I have to send, I have to send my back office, uh, have them send a manual update to the insurance carrier for you. Sounds great. You know, well, you know, all I really wanted to know if I was, like, you know, good to go, and, you know, I got the green light. So I'm just, I'm, I'm really set for everything. Thank you, man. You're welcome. But like I said, once I do receive word back from my back office, I'll give you a call back, okay? All right. Sounds great. Thank you. You're welcome. You have a great day, okay? All right. You too. All right. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. My name's Isaiah. I recently got a email from Benefit from a Card. I just wanted to know if, um, like, um, I'm enrolled or is there, if there's anything else I need to do to, um, get my benefits?

Speaker speaker_1: Mm-hmm. Um, what did the email say, if you don't mind me asking?

Speaker speaker_2: Uh huh. I believe, like, uh, like, that I wasn't enrolled, and, um, like, it said, "Welcome." I did a login for Benefits in a Card. Um, so, uh, I was just wanted to check if, like, I'm, I'm, like, I have it, if you know what I mean? Or if the card will be coming in through the mail soon. I just wanted to give a call to figure that out.

Speaker speaker_1: Yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_2: Um, On Track.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 6494.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Um, Isaiah Tinoco.

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

Speaker speaker_2: Yeah. Uh, 1718 Granada Street, uh, Grand Prairie, Texas 75051.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: August 22nd, 2001.

Speaker speaker_1: And a good telephone number I have is 214-930-4204?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is isaiahtinoco@0@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So looking at the calendar, it looks like you did become active in the coverage as of last Monday, the 28th. So you should be receiving physical ID cards early, uh, this, or sometime this week.

Speaker speaker_2: Oh, good.

Speaker speaker_1: However, do you mind if I put you on a brief hold while I email you that information?

Speaker speaker_2: Yeah, yeah, yeah, that's fine.

Speaker speaker_1: Okay. Hello, Isaiah, is you still there?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, so when I went to go search up the ID cards on the website, it looks like the ID cards haven't been put on the APL portal just yet.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So what I have to do, I have to reach out to my back office, have them send a manual update to the insurance carrier, and then I can possibly get policy numbers for you, and then reach back out to you.

Speaker speaker_2: Okay. Sounds great. No, it's, um, you know, I'm just curious if it will be sent out anytime soon. Um, you know, I kind of want to go to the doctor. Uh, I don't know-

Speaker speaker_1: That's okay.

Speaker speaker_2: ... if you can hear me at all. I'm real sick right now, so.

Speaker speaker_1: I totally understand. Um, but yes, sir, you did become active as of last Monday, the 28th. So you should be receiving the physical ID cards within the next few days. It's just the ID cards that are, are, um, are, are put on the website. Um, but-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... when I went to go search the website, they weren't able to download. So I have to send, I have to send my back office, uh, have them send a manual update to the insurance carrier for you.

Speaker speaker_2: Sounds great. You know, well, you know, all I really wanted to know if I was, like, you know, good to go, and, you know, I got the green light. So I'm just, I'm, I'm really set for everything. Thank you, man.

Speaker speaker_1: You're welcome. But like I said, once I do receive word back from my back office, I'll give you a call back, okay?

Speaker speaker_2: All right. Sounds great. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye-bye.