

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card this is Justin. How can I help you today? Hi. My name is Cynthia Lawson, and I'm calling to check the status of my benefits. Okay. What's the staffing agency you work for? TRC. And the last four of your social? 0611. And for security purposes, could you verify the home address, including city, state, and zip code, Cynthia? 158 Stigler Street, Orangeburg, South Carolina 29115. We'll try to have a mailing address on file. My apologies. PO Box 286, Francis, South Carolina 29146. Okay. And confirm your date of birth for me? 10/30/1982. And a good telephone number you have is 843-323-0532? Yes, sir. And the email you have is c.mailhouse@yahoo.com? Yes, sir. Okay. So let's see here. So looking at the calendar, it looks like we're still waiting on that first deduction to come through. However, when I check the export history, I do see that for an effective date of May 19th, so it looks like you're gonna become active on the 19th, or this Monday, or this past... Or next Monday, the 19th. On the 19th? Correct. Is there any kinda way you can send me my insurance card? Um, so I do know that it does take the insurance carrier at least 72 hours to generate policy numbers once you do become active. However, we can email that information come Thursday or Friday of the week you become active. Let's say if you have an appointment earlier in the week, um, you can have those providers reach out to us at Benefits in a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the carriers to generate policy numbers. Okay then. Thank you. You're welcome. Is there anything else I can assist you with today, Cynthia? No. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card this is Justin. How can I help you today?

Speaker speaker_1: Hi. My name is Cynthia Lawson, and I'm calling to check the status of my benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: TRC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0611.

Speaker speaker_0: And for security purposes, could you verify the home address, including city, state, and zip code, Cynthia?

Speaker speaker_1: 158 Stigler Street, Orangeburg, South Carolina 29115.

Speaker speaker_0: We'll try to have a mailing address on file. My apologies.

Speaker speaker_1: PO Box 286, Francis, South Carolina 29146.

Speaker speaker_0: Okay. And confirm your date of birth for me?

Speaker speaker_1: 10/30/1982.

Speaker speaker_0: And a good telephone number you have is 843-323-0532?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email you have is c.mailhouse@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So let's see here. So looking at the calendar, it looks like we're still waiting on that first deduction to come through. However, when I check the export history, I do see that for an effective date of May 19th, so it looks like you're gonna become active on the 19th, or this Monday, or this past... Or next Monday, the 19th.

Speaker speaker_1: On the 19th?

Speaker speaker_0: Correct.

Speaker speaker_1: Is there any kinda way you can send me my insurance card?

Speaker speaker_0: Um, so I do know that it does take the insurance carrier at least 72 hours to generate policy numbers once you do become active. However, we can email that information come Thursday or Friday of the week you become active. Let's say if you have an appointment earlier in the week, um, you can have those providers reach out to us at Benefits in a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the carriers to generate policy numbers.

Speaker speaker_1: Okay then. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today, Cynthia?

Speaker speaker_1: No.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.