

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, my name's Elena Cunningham. I work through Crown Staffing. I was just wondering if my benefits are usable yet? Yeah. Let me check on that for you. Um, Crown Staffing, what's the last four of your social? 6999. And for security purposes, could you verify your home address, including city, state and zip code, Elena? 763 Derby Drive, Hopkinsville, Kentucky, 42240. And confirm your date of birth? 07082000. And a good telephone number I have is 553-4194. Yes, sir. And the email I have is elena261217 at gmail? Yeah. Okay. So looking at the calendar, it looks like you became active in the coverage as of today, the 20th. So you should be receiving physical ID cards early next week. However, if you did call 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. But as of right now, you are currently active in the new coverage just now. Okay. Awesome. Um, how would I find out what my behavioral health covers? Uh, so I'll go ahead and email you a copy of a benefit guide, and then just highlight the behavioral health plan, um, so you can compare what's covered and what's not covered, stuff like that. All right. Okay. Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? Okay. Thank you so much. You're welcome. Is there anything else I can help you out with today, Elena? No. Thank you. Awesome. Well, you have a wonderful day. Okay? You as well. Bye-bye. Thank you. 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, my name's Elena Cunningham. I work through Crown Staffing. I was just wondering if my benefits are usable yet?

Speaker speaker_1: Yeah. Let me check on that for you. Um, Crown Staffing, what's the last four of your social?

Speaker speaker_2: 6999.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Elena?

Speaker speaker_2: 763 Derby Drive, Hopkinsville, Kentucky, 42240.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 07082000.

Speaker speaker_1: And a good telephone number I have is 553-4194.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is elena261217 at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So looking at the calendar, it looks like you became active in the coverage as of today, the 20th. So you should be receiving physical ID cards early next week. However, if you did call 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. But as of right now, you are currently active in the new coverage just now.

Speaker speaker_2: Okay. Awesome. Um, how would I find out what my behavioral health covers?

Speaker speaker_1: Uh, so I'll go ahead and email you a copy of a benefit guide, and then just highlight the behavioral health plan, um, so you can compare what's covered and what's not covered, stuff like that.

Speaker speaker_2: All right.

Speaker speaker_1: Okay. Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today, Elena?

Speaker speaker_2: No. Thank you.

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

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.