

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? My name is Abduken Muhammad. So I enrolled in your medical insurance card. So they deducted me my last bill check, so I want to check to know my card activated now. Um, yeah, let me check on that. What's the staffing agency you work for? Doherty. Doherty Staffing. And the last four of your Social? 4343. And what was your first and last name? Abduken Muhammad. Muhammad. Okay. And for security purposes, can you verify the home address, including city, state and ZIP code? 88150 9th Road, Apartment 102, Bloomington, Minnesota 55437. And your date of birth? 05/05/2001. And a good telephone number has a 619-703-8139. Yep. And the email has as your first name, last name, 83 at gmail? Yeah. Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of today, the 4th, 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 email the ID card to you then. Because it does take the insurance carrier at least 72 hours to generate policy information. Okay. Can I ask you one question? Yes, sir. Okay. Um, um, if I go to doctor, if I see doctor, how much they pay? All, all out-of-pocket or what will they be? Um, so if you have a... So if you go to a doctor's appointment, since you are currently active in the coverage, you can have those providers call 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 insurance carrier to generate policy numbers for you. Okay. Okay. Um, well, is there anything else I could help you out with today, Mr. Muhammad? Nothing. Thank you so much. You're welcome. You have a great day, okay? Okay. Bye-bye. 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: My name is Abduken Muhammad. So I enrolled in your medical insurance card. So they deducted me my last bill check, so I want to check to know my card activated now.

Speaker speaker_1: Um, yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: Doherty.

Speaker speaker_1: Doherty Staffing. And the last four of your Social?

Speaker speaker_2: 4343.

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

Speaker speaker_2: Abduken Muhammad.

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

Speaker speaker_2: 88150 9th Road, Apartment 102, Bloomington, Minnesota 55437.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 05/05/2001.

Speaker speaker_1: And a good telephone number has a 619-703-8139.

Speaker speaker_2: Yep.

Speaker speaker_1: And the email has as your first name, last name, 83 at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of today, the 4th, 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 email the ID card to you then. Because it does take the insurance carrier at least 72 hours to generate policy information.

Speaker speaker_2: Okay. Can I ask you one question?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, um, if I go to doctor, if I see doctor, how much they pay? All, all out-of-pocket or what will they be?

Speaker speaker_1: Um, so if you have a... So if you go to a doctor's appointment, since you are currently active in the coverage, you can have those providers call 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 insurance carrier to generate policy numbers for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, well, is there anything else I could help you out with today, Mr. Muhammad?

Speaker speaker_2: Nothing. Thank you so much.

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

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_1: All right. Bye-bye.