

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? Yeah. This is Towanda Richard, and I'm calling about, um, my dental insurance. Um, I have a- this card, but, um, I don't see it on there. Um, let me check on that for you. Uh, what's the staffing agency you work for? Um, MAU Samsung. And the last four of your social? 0812. And for security purposes, can you verify your home address, including city, state and zip code, Towanda? 300 Kelly Ct., Eureka, South Carolina 29105. And confirm your date of birth? 07/29/1968. And a good telephone number has 429-3121? Yes. And the email has shell431 at gmail? Yes. Okay, so let's see here. Um, so looking at the file, it looks like you are currently enrolled into dental. Um, so you do have active dental coverage. Um, I can possibly email the, uh, dental ID card just so you have it. Um, but I do see that you have a future request sent for enrollment, um, for everything that- Mm-hmm. ... rolled over. So you should be receiving new physical ID cards for the 2025 year, uh, within the next- Uh-huh. ... couple weeks. Okay. But, um, I would have, the card that I have, um- Mm-hmm. ... I won't have no problem of using it today? Um, correct. Uh, what, will you describe that card for me if you don't, if you don't mind me asking? Um, it got MetroLife, um, it got like, um, all different stuff, um, pharmacy, vision, Medicaid, Medicare. And on the back it got, um, MetLife, um, I think from Medicaid benefits. Okay, so that's the ID card to show that you do have benefits. Um, I can possibly- Oh. ... email you all of your individual ID cards just so you have them. I, I'll appreciate it 'cause I'm, I'm going to the dentist's at, at 11:00 today. Okay. Well, do you mind if I place you on a brief hold while I email that information to you? Sure. Okay. Hello, Towanda, you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card, just so you have it. Um- Mm-hmm. ... the email that you should look for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, check your spam or check your junk folder, okay? Okay. Okay. Um, was there anything- If they, um... Well, if they have any problems, can they give you a call today? I mean- Um, yes. So they c- yeah, they c- if they have an- any problems, they can give us at Benefits in a Card a call, and we can either provide them eligibility, policy information or go from there. Okay then. Thank you. You're welcome. You have a great day, okay? You do the same. Thank you. You're welcome. Bye-bye. 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: Yeah. This is Towanda Richard, and I'm calling about, um, my dental insurance. Um, I have a- this card, but, um, I don't see it on there.

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

Speaker speaker_2: Um, MAU Samsung.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0812.

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

Speaker speaker_2: 300 Kelly Ct., Eureka, South Carolina 29105.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 07/29/1968.

Speaker speaker_1: And a good telephone number has 429-3121?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has shell431 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so looking at the file, it looks like you are currently enrolled into dental. Um, so you do have active dental coverage. Um, I can possibly email the, uh, dental ID card just so you have it. Um, but I do see that you have a future request sent for enrollment, um, for everything that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... rolled over. So you should be receiving new physical ID cards for the 2025 year, uh, within the next-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... couple weeks.

Speaker speaker_2: Okay. But, um, I would have, the card that I have, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I won't have no problem of using it today?

Speaker speaker_1: Um, correct. Uh, what, will you describe that card for me if you don't, if you don't mind me asking?

Speaker speaker_2: Um, it got MetroLife, um, it got like, um, all different stuff, um, pharmacy, vision, Medicaid, Medicare. And on the back it got, um, MetLife, um, I think from Medicaid benefits.

Speaker speaker_1: Okay, so that's the ID card to show that you do have benefits. Um, I can possibly-

Speaker speaker_2: Oh.

Speaker speaker_1: ... email you all of your individual ID cards just so you have them.

Speaker speaker_2: I, I'll appreciate it 'cause I'm, I'm going to the dentist's at, at 11:00 today.

Speaker speaker_1: Okay. Well, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_2: Sure.

Speaker speaker_1: Okay. Hello, Towanda, you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card, just so you have it. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the email that you should look for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, check your spam or check your junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, was there anything-

Speaker speaker_2: If they, um... Well, if they have any problems, can they give you a call today? I mean-

Speaker speaker_1: Um, yes. So they c- yeah, they c- if they have an- any problems, they can give us at Benefits in a Card a call, and we can either provide them eligibility, policy information or go from there.

Speaker speaker_2: Okay then. Thank you.

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

Speaker speaker_2: You do the same. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.