

Transcript: Justin

Mills-5475017160605696-4962559488638976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I was curious, um, I recently just, um, got my benefits and I was wondering if a card has been sent? Um, recently, I don't know if you can open up my account, there was something that messed up and we had to backdate my account. So, I recently just got approved and they backdated it to, um, December 2nd start date. And, um, I was just wondering if a card's been sent so I can... or if you can help me look up a dentist near my home. How do I look that up? Yeah. Let me pull your file for you. What's the staffing agency you work for? VGSS. And the last four of your social? 2257. And for security purposes, can you verify your home address, including city, state and zip code, Lisa? Uh, my birthday also is 07/25/90, and then 945 Ogden Street, Denver, Colorado 80218. And I guess telephone number I have is 720-400-3114? Correct. And the email I have is lisb25@hotmail? Correct. Okay, so let's see here. So, looking at the calendar, it looks like you became active in the coverage as of Monday, December 2nd. So, it looks like you should be receiving physical ID cards within the next few days or sometime- Oh. Yeah, the next few days. Okay. Um, let's see. Well, do you mind if I place you in a brief hold while I search up that information? I can potentially email it to you. Um, as far as the nearest dentist? Yes. Um, so- Yeah. ... the email that I will be sending you as well, uh, also has telephone numbers in the email. Um, so when you do call them, uh, you just provide them with your zip code and they can give you a list of dental, vision or medical providers. Um, also like is there a temporary card that I can use as far as going, uh, making an appointment for this Saturday if I don't receive my card by then? Yeah. I'm emailing you your ID cards, so you can use- Oh, awesome. ... that information to do that. Okay, sweet. And I'm at work right now, so I can print those off. Okay. Well, bear with me one second while I look up that information. I'll email it to you, okay, Lisa? Thank you. You're welcome. Yay. Hello, Lisa. Are you still there? Yes. Thank you. Awesome. Thank you so much for holding. So, I went ahead and, um, emailed all of your ID cards to the email we have on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay. Okay. But there are telephone- So I got it. ... emails. Okay. Um, so if you do scroll through the email you will see, uh, medical, dental and vision provider telephone numbers. Uh, when you do call them, just provide them with your zip code so they can provide you with those providers, okay? Awesome. Thank you so much for your help. I appreciate it. You're welcome. Is there anything else I can help you out with today? No, thanks. Have a good day. Awesome. You do the same, okay, Lisa? Thank you. Bye. All right. B-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I was curious, um, I recently just, um, got my benefits and I was wondering if a card has been sent? Um, recently, I don't know if you can open up my account, there was something that messed up and we had to backdate my account. So, I recently just got approved and they backdated it to, um, December 2nd start date. And, um, I was just wondering if a card's been sent so I can... or if you can help me look up a dentist near my home. How do I look that up?

Speaker speaker_1: Yeah. Let me pull your file for you. What's the staffing agency you work for?

Speaker speaker_2: VGSS.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2257.

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

Speaker speaker_2: Uh, my birthday also is 07/25/'90, and then 945 Ogden Street, Denver, Colorado 80218.

Speaker speaker_1: And I guess telephone number I have is 720-400-3114?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is lisb25@hotmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. So, looking at the calendar, it looks like you became active in the coverage as of Monday, December 2nd. So, it looks like you should be receiving physical ID cards within the next few days or sometime-

Speaker speaker_2: Oh.

Speaker speaker_1: Yeah, the next few days.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, let's see. Well, do you mind if I place you in a brief hold while I search up that information? I can potentially email it to you.

Speaker speaker_2: Um, as far as the nearest dentist?

Speaker speaker_1: Yes. Um, so-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the email that I will be sending you as well, uh, also has telephone numbers in the email. Um, so when you do call them, uh, you just provide them with your zip code and they can give you a list of dental, vision or medical providers.

Speaker speaker_2: Um, also like is there a temporary card that I can use as far as going, uh, making an appointment for this Saturday if I don't receive my card by then?

Speaker speaker_1: Yeah. I'm emailing you your ID cards, so you can use-

Speaker speaker_2: Oh, awesome.

Speaker speaker_1: ... that information to do that.

Speaker speaker_2: Okay, sweet. And I'm at work right now, so I can print those off.

Speaker speaker_1: Okay. Well, bear with me one second while I look up that information. I'll email it to you, okay, Lisa?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Yay.

Speaker speaker_1: Hello, Lisa. Are you still there?

Speaker speaker_2: Yes. Thank you.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and, um, emailed all of your ID cards to the email we have on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. But there are telephone-

Speaker speaker_2: So I got it.

Speaker speaker_1: ... emails. Okay. Um, so if you do scroll through the email you will see, uh, medical, dental and vision provider telephone numbers. Uh, when you do call them, just provide them with your zip code so they can provide you with those providers, okay?

Speaker speaker_2: Awesome. Thank you so much for your help. I appreciate it.

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

Speaker speaker_2: No, thanks. Have a good day.

Speaker speaker_1: Awesome. You do the same, okay, Lisa?

Speaker speaker_2: Thank you. Bye.

Speaker speaker_1: All right. B-