

## **Transcript: Justin**

**Mills-5494403502653440-5028850119950336**

### **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? I was calling to see about getting my information. I'm... I thought I was supposed to get, like, a card or something. Yeah. Let me check on that for you. Because I'm trying to get my prescription and I'm just... I haven't found anything. I've gotten one for my vision, but that's about it. Yeah. Let me check on that. Uh, what's the staffing agency you work for? Uh, Doherty. And the last four of your Social? Uh, 2641. And what was your first and last name? Margarita Serrato, S-E-R-R-A-T-O. And for security purposes, can you verify the home address, including city, state and zip code? It's, uh, 220 Regency Road, LeSueur, Minnesota, 56058. And confirm your date of birth? 01/28/84. And a good telephone number have is 507-977-5723? Yes. And the email I have is margaritag.hess@gmail... .com. Yes. Okay, so let's see here. So, I do see where you switched from employee only to employee plus child coverage. Um, looking at the calendar, you became active in the employee plus child coverage as of last Monday, the 28th. So, you should be receiving those physical ID cards within the next few days. Um, but do you mind if I place you on a brief hold while I email you that information? Yes, please. Okay, I'll be right back for you. Okay? All right. Okay. Hello, Margarita. You still there? Yeah. Awesome. Thank you so much for holding. So, two things. Um, first thing, I went ahead and found your medical and dental ID cards for you. I emailed those to you. Um, email that you should be looking out for is coming from info@benefitsandacard.com. However, secondly, uh, those ID cards are still showing individual for some reason. Um, so what I have to do, I have to reach out to my back office, have them send a manual update to the insurance carrier for them to show that you do have employee plus child coverage. And then I can reach back out- Okay. ... to regarding once that child was added to the medical policy. Okay. Okay. Um, as of right now, is there anything else that I can help you out with today? No, no. I just needed to get my, my... at least my insurance card so that way I could get my medication. So... Okay. But I... Yes, I went ahead and- All right. ... uh, emailed that information to you. But like I said, once I do- Yep, I already got it. Awesome. But like I said, once I do receive word back from my back office, I'll give you a call back. Okay? All right. Sounds good. Awesome. Thank you so much. I appreciate it. You're welcome. Bye. Have a great day. Okay? Yes. 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: I was calling to see about getting my information. I'm... I thought I was supposed to get, like, a card or something.

Speaker speaker\_1: Yeah. Let me check on that for you.

Speaker speaker\_2: Because I'm trying to get my prescription and I'm just... I haven't found anything. I've gotten one for my vision, but that's about it.

Speaker speaker\_1: Yeah. Let me check on that. Uh, what's the staffing agency you work for?

Speaker speaker\_2: Uh, Doherty.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Uh, 2641.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Margarita Serrato, S-E-R-R-A-T-O.

Speaker speaker\_1: And for security purposes, can you verified the home address, including city, state and zip code?

Speaker speaker\_2: It's, uh, 220 Regency Road, LeSueur, Minnesota, 56058.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 01/28/'84.

Speaker speaker\_1: And a good telephone number have is 507-977-5723?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is margaritag.hess@gmail...

Speaker speaker\_2: .com. Yes.

Speaker speaker\_1: Okay, so let's see here. So, I do see where you switched from employee only to employee plus child coverage. Um, looking at the calendar, you became active in the employee plus child coverage as of last Monday, the 28th. So, you should be receiving those physical ID cards within the next few days. Um, but do you mind if I place you on a brief hold while I email you that information?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay, I'll be right back for you. Okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Hello, Margarita. You still there?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Awesome. Thank you so much for holding. So, two things. Um, first thing, I went ahead and found your medical and dental ID cards for you. I emailed those to you. Um, email that you should be looking out for is coming from info@benefitsandacard.com. However, secondly, uh, those ID cards are still showing individual for some reason. Um, so what I have to do, I have to reach out to my back office, have them send a manual update to the insurance carrier for them to show that you do have employee plus child coverage. And then I can reach back out-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to regarding once that child was added to the medical policy.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, as of right now, is there anything else that I can help you out with today?

Speaker speaker\_2: No, no. I just needed to get my, my... at least my insurance card so that way I could get my medication. So...

Speaker speaker\_1: Okay. But I... Yes, I went ahead and-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... uh, emailed that information to you. But like I said, once I do-

Speaker speaker\_2: Yep, I already got it.

Speaker speaker\_1: Awesome. But like I said, once I do receive word back from my back office, I'll give you a call back. Okay?

Speaker speaker\_2: All right. Sounds good.

Speaker speaker\_1: Awesome.

Speaker speaker\_2: Thank you so much. I appreciate it.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Have a great day. Okay?

Speaker speaker\_2: Yes. Bye.