

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, so I have a few questions. So, I received this card in the mail. It says, "Member North Staffing Group," and then it has my employer ID and employee name. But then under it, it says, "Vision Coverage," and then on the back it also says, "Vision." So is this only a card related to my vision coverage and not my whole, like, insurance policy? Um, yeah, so if it's your, that's your vision card, I can possibly email your, uh, dental and medical ID cards if need be. Please. I would love that. Yeah, so North Staffing you said? Yes. Okay. And what's the last four of your Social? Last four is 3154. And your first and last name? First name Jandayu, last name Omowale, and I can spell it if need be. I have you pulled up here. And for security purposes, could you verify your home address, including city, state and zip code? Absolutely. Home address... How am I blanking on my home address 400 30. Okay, 206 Fulton Street, Apartment 4R, Brooklyn, New York, 11233. And your date of birth? November 29, 2000. And a good telephone number I have is 917-244-6264? Absolutely. And the email I have is jenandtau@gmail? Yes, yup. Okay, so let's see. Well, here, do you mind if I place you on a brief hold while I search up that information for you real quick? Absolutely. Go for it. Awesome. Hello, are you still there? Yes, yes. Awes- awesome. Thank you so much for holding. So when I went to go search up the ID cards, looks like the ID cards aren't available on the website just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I do receive word back from my back office, I can give you a call back. Oh, okay. That's wonderful. Okay, that's fine. Okay, but is that 917-244-6264 a good call back number for you? Yes. Yes, it is. Okay, so like I said, once I do receive word back from my back office regarding that manual update, I'll go ahead and give you a call back, okay? Okay, that sounds good. Awesome. Well, is there anything else I could assist you with today? Um, yes. I mean, I guess it might be related to the card, but I was just wondering, like, if I, uh, so I had, um, Medicaid before this, and so I was getting these two prescriptions refilled, um, with that office, with that insurance. How would I go about getting it on this new insurance? Like, how would that work? Um, so once I, uh, get that information regarding your medical ID card, I can email that information to you, and then- Okay. ... once you go pick up the prescription, and you can provide the new ID card to them, and they can run it from there. Got you. That sounds good. Okay. Okay, so like I said, once I do receive word back, I'll give you a call back, okay? Okay, thank you so much. You're welcome. You have a great day, all right? You have a great day as well. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Um, so I have a few questions. So, I received this card in the mail. It says, "Member North Staffing Group," and then it has my employer ID and employee name. But then under it, it says, "Vision Coverage," and then on the back it also says, "Vision." So is this only a card related to my vision coverage and not my whole, like, insurance policy?

Speaker speaker_0: Um, yeah, so if it's your, that's your vision card, I can possibly email your, uh, dental and medical ID cards if need be.

Speaker speaker_1: Please. I would love that.

Speaker speaker_0: Yeah, so North Staffing you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what's the last four of your Social?

Speaker speaker_1: Last four is 3154.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name Jandayu, last name Omowale, and I can spell it if need be.

Speaker speaker_0: I have you pulled up here. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Absolutely. Home address... How am I blanking on my home address 400 30. Okay, 206 Fulton Street, Apartment 4R, Brooklyn, New York, 11233.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: November 29, 2000.

Speaker speaker_0: And a good telephone number I have is 917-244-6264?

Speaker speaker_1: Absolutely.

Speaker speaker_0: And the email I have is jenandtau@gmail?

Speaker speaker_1: Yes, yup.

Speaker speaker_0: Okay, so let's see. Well, here, do you mind if I place you on a brief hold while I search up that information for you real quick?

Speaker speaker_1: Absolutely. Go for it.

Speaker speaker_0: Awesome. Hello, are you still there?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Awes- awesome. Thank you so much for holding. So when I went to go search up the ID cards, looks like the ID cards aren't available on the website just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I do receive word back from my back office, I can give you a call back.

Speaker speaker_1: Oh, okay. That's wonderful. Okay, that's fine.

Speaker speaker_0: Okay, but is that 917-244-6264 a good call back number for you?

Speaker speaker_1: Yes. Yes, it is.

Speaker speaker_0: Okay, so like I said, once I do receive word back from my back office regarding that manual update, I'll go ahead and give you a call back, okay?

Speaker speaker_1: Okay, that sounds good.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: Um, yes. I mean, I guess it might be related to the card, but I was just wondering, like, if I, uh, so I had, um, Medicaid before this, and so I was getting these two prescriptions refilled, um, with that office, with that insurance. How would I go about getting it on this new insurance? Like, how would that work?

Speaker speaker_0: Um, so once I, uh, get that information regarding your medical ID card, I can email that information to you, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once you go pick up the prescription, and you can provide the new ID card to them, and they can run it from there.

Speaker speaker_1: Got you. That sounds good. Okay.

Speaker speaker_0: Okay, so like I said, once I do receive word back, I'll give you a call back, okay?

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: You're welcome. You have a great day, all right?

Speaker speaker_1: You have a great day as well. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.