

Transcript: Justin

Mills-5654643336495104-6267955162071040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hey, Justin. It's Mallory again with FOCUS. How are you doing? Doing pretty well. All right. Well, I have Mr. Roston Taylor on the phone with us as well, um, to get his benefits information and to provide you with his personal information. He's here to answer any of your questions, and I'm here to help as well. Um, so if you had it ha- uh, whatever questions you have for him, you can go ahead and ask him. Okay, um, Mr. Taylor- Hello. ... what's the last four of your social? Uh, 1914. Okay, let's see here. You said 1914? Yes, sir. Okay. And for security purposes, could you verify the home address, including city, state and zip code? Uh, 413 Silver Street, Monrovia, Tennessee, 38068. And confirm your date of birth? 11/11/1977. And I guess the telephone number I have for you is 901-481-5806? Yes, sir. And the email I have for you is Roston1Taylor@gmail? Yes, sir. Okay. Um, so you were needing your ID cards emailed to you or sent to you in the mail? What? Yeah, uh, pretty much, um, I had left a, um, a medical, uh, emergency, uh, yesterday. And, but I thought I was... Uh, see, I have another insurance card. Uh, it was, like, uh, for something else..... Uh, I did not know I had a separate insurance company, and the person said they can take that. Um, but they, but they couldn't find out nothing about that insurance that I use, and I was, uh, had to pay out of pocket. And, uh, that's the reason I wanna find out, uh, about, uh, my insurance. Okay. Um, so I can email you your medical ID card and put in a request for a physical one to be mailed out to you. Um, however, when you- Okay. ... when I send you the email version of your ID card, what you can do, you can contact that provider and provide them with that medical ID card. Since you do have active coverage for this week, you can have them resubmit that claim- Okay. ... with the insurance carrier, and the insurance carrier can take care of it from there, um, and possibly be- Okay. ... reimbursed for whatever you spent out of pocket. Okay, then. Um, okay, would that work? Um, well, just send it to my email and, um, I get in touch with, uh, uh, my, my primary care? Uh, do y'all have, uh, my primary care, uh, on the other side? Um, no, actually we don't have any more. Well, we don't have access to any, like, providers or lists or anything like that. Okay. But I can provide you with a number, um, to where if you provide them with your zip code, they can give you a list of providers that will accept the insurance in that specific location. Okay, then. Okay. Um, but right now, do you mind if I place you on brief hold? Uh, well, I don't have a, uh, I don't have a PIN. If you, if you want to, uh, we can give all the information to, uh, uh, I don't know a..... but you're on the phone. For the, for the email that I'm gonna- And... Oh, you'll send it through the... Okay. Well, yes, you go ahead and send it right, right through the email. Yes, sir. So when I send the ID cards to the email, um, there will be telephone numbers to find medical, dental and vision providers. Just, like I said, just provide them with your zip code when you do

call. Um, but do you mind if I place you on a brief hold for a second while I get all of that information sent to you? Okay, then. Okay. I'll be right back for you. Okay? Okay. Yeah. All right. Thank you again. Uh... You're welcome. Hello. Are you still there, Roston? Uh, yeah. Yes, hello. Awesome, thank you. Awesome, thank you so much for holding. So two things, uh, first thing, I emailed the insurance carriers and put in a request for new physical ID cards to be mailed out to you, so you should be receiving those in seven to 10 business days. Okay. Uh, secondly, I emailed the ID cards to the email that was on file as well. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitscentercard.com, okay? Okay. Um, well, is there anything else I could help you out with today? Roston? Yeah, what's up? Is there anything else we can help you with today? Um, um, th- uh, uh, ***** you will clear up my home and stuff. Awesome. Um, well, I'll go ahead and email you a copy of the benefit guide as well, just to s- so you have, to see what's covered, what's not covered, how much the insurance carrier will pay for things, okay? Okay then. Appreciate it. You're welcome. Is there anything else I can assist you with today? Uh, no sir. No, sir. Thank you again. You're welcome. Well, thank you for calling Benefits Center Card and I hope you all have a wonderful day, okay? Thank you, Preston, you have a great day. Uh, thank you. Bye-bye. All right, thanks. And, uh, thank you again *****.

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 Occurred. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. It's Mallory again with FOCUS. How are you doing?

Speaker speaker_1: Doing pretty well.

Speaker speaker_2: All right. Well, I have Mr. Roston Taylor on the phone with us as well, um, to get his benefits information and to provide you with his personal information. He's here to answer any of your questions, and I'm here to help as well. Um, so if you had it ha- uh, whatever questions you have for him, you can go ahead and ask him.

Speaker speaker_1: Okay, um, Mr. Taylor-

Speaker speaker_3: Hello.

Speaker speaker_1: ... what's the last four of your social?

Speaker speaker_3: Uh, 1914.

Speaker speaker_1: Okay, let's see here. You said 1914?

Speaker speaker_3: Yes, sir.

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

Speaker speaker_3: Uh, 413 Silver Street, Monrovia, Tennessee, 38068.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_3: 11/11/1977.

Speaker speaker_1: And I guess the telephone number I have for you is 901-481-5806?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: And the email I have for you is Roston1Taylor@gmail?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Okay. Um, so you were needing your ID cards emailed to you or sent to you in the mail? What?

Speaker speaker_3: Yeah, uh, pretty much, um, I had left a, um, a medical, uh, emergency, uh, yesterday. And, but I thought I was... Uh, see, I have another insurance card. Uh, it was, like, uh, for something else..... Uh, I did not know I had a separate insurance company, and the person said they can take that. Um, but they, but they couldn't find out nothing about that insurance that I use, and I was, uh, had to pay out of pocket. And, uh, that's the reason I wanna find out, uh, about, uh, my insurance.

Speaker speaker_1: Okay. Um, so I can email you your medical ID card and put in a request for a physical one to be mailed out to you. Um, however, when you-

Speaker speaker_3: Okay.

Speaker speaker_1: ... when I send you the email version of your ID card, what you can do, you can contact that provider and provide them with that medical ID card. Since you do have active coverage for this week, you can have them resubmit that claim-

Speaker speaker_3: Okay.

Speaker speaker_1: ... with the insurance carrier, and the insurance carrier can take care of it from there, um, and possibly be-

Speaker speaker_3: Okay.

Speaker speaker_1: ... reimbursed for whatever you spent out of pocket.

Speaker speaker_3: Okay, then. Um, okay, would that work? Um, well, just send it to my email and, um, I get in touch with, uh, uh, my, my primary care? Uh, do y'all have, uh, my primary care, uh, on the other side?

Speaker speaker_1: Um, no, actually we don't have any more. Well, we don't have access to any, like, providers or lists or anything like that.

Speaker speaker_3: Okay.

Speaker speaker_1: But I can provide you with a number, um, to where if you provide them with your zip code, they can give you a list of providers that will accept the insurance in that

specific location.

Speaker speaker_3: Okay, then.

Speaker speaker_1: Okay. Um, but right now, do you mind if I place you on brief hold?

Speaker speaker_3: Uh, well, I don't have a, uh, I don't have a PIN. If you, if you want to, uh, we can give all the information to, uh, uh, I don't know a..... but you're on the phone.

Speaker speaker_1: For the, for the email that I'm gonna-

Speaker speaker_3: And... Oh, you'll send it through the... Okay. Well, yes, you go ahead and send it right, right through the email.

Speaker speaker_1: Yes, sir. So when I send the ID cards to the email, um, there will be telephone numbers to find medical, dental and vision providers. Just, like I said, just provide them with your zip code when you do call. Um, but do you mind if I place you on a brief hold for a second while I get all of that information sent to you?

Speaker speaker_3: Okay, then.

Speaker speaker_1: Okay. I'll be right back for you. Okay?

Speaker speaker_3: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_3: All right. Thank you again. Uh...

Speaker speaker_2: You're welcome.

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

Speaker speaker_4: Uh, yeah. Yes, hello.

Speaker speaker_1: Awesome, thank you. Awesome, thank you so much for holding. So two things, uh, first thing, I emailed the insurance carriers and put in a request for new physical ID cards to be mailed out to you, so you should be receiving those in seven to 10 business days.

Speaker speaker_4: Okay.

Speaker speaker_1: Uh, secondly, I emailed the ID cards to the email that was on file as well. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitscentercard.com, okay?

Speaker speaker_4: Okay.

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

Speaker speaker_5: Roston?

Speaker speaker_4: Yeah, what's up?

Speaker speaker_5: Is there anything else we can help you with today?

Speaker speaker_4: Um, um, th- uh, uh, ***** you will clear up my home and stuff.

Speaker speaker_1: Awesome. Um, well, I'll go ahead and email you a copy of the benefit guide as well, just to s- so you have, to see what's covered, what's not covered, how much the insurance carrier will pay for things, okay?

Speaker speaker_4: Okay then. Appreciate it.

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

Speaker speaker_4: Uh, no sir. No, sir. Thank you again.

Speaker speaker_1: You're welcome. Well, thank you for calling Benefits Center Card and I hope you all have a wonderful day, okay?

Speaker speaker_5: Thank you, Preston, you have a great day.

Speaker speaker_1: Uh, thank you. Bye-bye.

Speaker speaker_4: All right, thanks. And, uh, thank you again *****.