

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card, this is Justin. How can I help you today? Yes, I needed to find out whether my benefits are active. They're supposed to become active today. Is there any way you can check that for me? Uh, what's the staffing agency where you work? I used my college number. MAU. And the last four of your social? 6211. And what was your first and last name? Timothy Way. W-A-Y. And for security purposes, could you verify your home address, including city, state and zip code, Timothy? 1594 Race Pass Church Road, Mooresboro, North Carolina 28114. And confirm your date of birth. 07/01/'69. And a good telephone number have is 864-525-3788. That's correct. And the email I have is timcadcad@yahoo? That's correct. Okay, so looking at the calendar, it looks like you became active in the coverage as of today. So, you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy information. But, as of right now, you are currently active in the coverage. Yes, sir. Okay. So, if we need, uh, to get prescription filled, can you give me information that I can give them so we can do so? Um, so like I said, it takes the insurance carrier at least 72 hours to generate policy numbers. So, unfortunately, I wouldn't have e- any information to give out right now. And they should send that to me through my email? Correct. Yes, sir. And you can call on Wednesday and Thursday, or they can email it to you. So, we should call back around Thursday, you're saying? Yes, sir. So, if you called back Thursday or Friday, we could email them to you. Yes, sir. Just so you have them. So, they're n- So, they're not just gonna email them to me un- unless I call back. Is that what you're saying? Correct. Okay. Thank you for your help. You're welcome. You have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Justin. How can I help you today?

Speaker speaker_1: Yes, I needed to find out whether my benefits are active. They're supposed to become active today. Is there any way you can check that for me?

Speaker speaker_0: Uh, what's the staffing agency where you work?

Speaker speaker_1: I used my college number. MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6211.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Timothy Way. W-A-Y.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Timothy?

Speaker speaker_1: 1594 Race Pass Church Road, Mooresboro, North Carolina 28114.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 07/01/69.

Speaker speaker_0: And a good telephone number have is 864-525-3788.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is timcadcad@yahoo?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so looking at the calendar, it looks like you became active in the coverage as of today. So, you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy information. But, as of right now, you are currently active in the coverage. Yes, sir.

Speaker speaker_1: Okay. So, if we need, uh, to get prescription filled, can you give me information that I can give them so we can do so?

Speaker speaker_0: Um, so like I said, it takes the insurance carrier at least 72 hours to generate policy numbers. So, unfortunately, I wouldn't have e- any information to give out right now.

Speaker speaker_1: And they should send that to me through my email?

Speaker speaker_0: Correct. Yes, sir. And you can call on Wednesday and Thursday, or they can email it to you.

Speaker speaker_1: So, we should call back around Thursday, you're saying?

Speaker speaker_0: Yes, sir. So, if you called back Thursday or Friday, we could email them to you. Yes, sir. Just so you have them.

Speaker speaker_1: So, they're n- So, they're not just gonna email them to me un- unless I call back. Is that what you're saying?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Thank you for your help.

Speaker speaker_0: You're welcome. You have a great day.