Transcript: Justin Mills-5770271729565696-4924592668983296

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes. I was returning a call back from you guys. Was there a voicemail left by any chance? Um, no, I don't think it was. Um, and I actually had a... Yeah, uh, I was trying to figure out, um, how to get, um, access to my card information until I was able to get a card. Yeah, let me check on that. Um, what's that staffing agency you work for? Uh, Friday Services. And the last four of your social? 8118. And what was your first and last name? Nicholas Pittman. And for security purposes, can you verify your home address, including city, state and zip code, Nicholas? Uh, 213 Meadow Run EXG, Asheville, North Carolina 28806. And your date of birth? 3/14/92. And a good telephone number has 660-9098? Yes. And the email has alexanderbiggs257@gmail.com? Yes. Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of yesterday, so physical ID card should be received 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 numbers. Okay. Okay. But as of right now, you are currently active in the coverage. But I can't e- but I can't use it though. Like, uh, I have a prescription that I was trying to get filled, and it's been, like... 'Cause the coverage had lapsed for, like, a week 'cause my, my company or whatever had switched over, and I had got a prescription probably, like, um, a little over a week ago, and I've been waiting on my insurance to kick, kick back in, and yeah, I've been trying to fill my prescription, and, um, yeah, just... Yeah. Totally understand. Um, so what I can... I mean, what I can do, I can reach out to my back office to see if we can, see if we can obtain a policy number for you. Um, but policy with the insurance carrier is 72 hours to generate those numbers. But let me s- let me reach out to my back office to see if we can obtain that information for you, and then I can give you a call back letting you know. Okay. Okay. Um, but is there anything else that I can assist you with today, Nicholas? No, that'd be it. Okay. Um, like I said, once I do receive word back, I will give you that call back. Okay? All right. Thank you. You're welcome. You have a great day, all right? You too. All right. 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: Um, yes. I was returning a call back from you guys.

Speaker speaker_0: Was there a voicemail left by any chance?

Speaker speaker_1: Um, no, I don't think it was. Um, and I actually had a... Yeah, uh, I was trying to figure out, um, how to get, um, access to my card information until I was able to get a card.

Speaker speaker_0: Yeah, let me check on that. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, Friday Services.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8118.

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

Speaker speaker_1: Nicholas Pittman.

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

Speaker speaker_1: Uh, 213 Meadow Run EXG, Asheville, North Carolina 28806.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/14/92.

Speaker speaker_0: And a good telephone number has 660-9098?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has alexanderbiggs257@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of yesterday, so physical ID card should be received 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 numbers.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But as of right now, you are currently active in the coverage.

Speaker speaker_1: But I can't e- but I can't use it though. Like, uh, I have a prescription that I was trying to get filled, and it's been, like... 'Cause the coverage had lapsed for, like, a week 'cause my, my company or whatever had switched over, and I had got a prescription probably, like, um, a little over a week ago, and I've been waiting on my insurance to kick, kick back in, and yeah, I've been trying to fill my prescription, and, um, yeah, just... Yeah.

Speaker speaker_0: Totally understand. Um, so what I can... I mean, what I can do, I can reach out to my back office to see if we can, see if we can obtain a policy number for you. Um, but policy with the insurance carrier is 72 hours to generate those numbers. But let me s- let

me reach out to my back office to see if we can obtain that information for you, and then I can give you a call back letting you know.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but is there anything else that I can assist you with today, Nicholas?

Speaker speaker_1: No, that'd be it.

Speaker speaker_0: Okay. Um, like I said, once I do receive word back, I will give you that call back. Okay?

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.