

Transcript: Justin

Mills-5838869318549504-4924714923278336

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'm good... Hi, Justin. My name is, um, Yvonne Gibson and I'm employed through TRC, and, um, this is like the third week that they've taken issues, excuse me, issues out of my, uh, check, and, um, I just would like to get all my cards with the benefits and what I qualify for and everything, 'cause I signed up on the health, healthcare through them. Okay. Um, so TRC Staffing. What's the last four of your Social so I can pull your file for you? Uh, 3392. And for security purposes, can you verify the home address, including city, state and zip code of on? Um, it's, uh, 1358 English Manor Circle, Stone Mountain, Georgia, zip code 30087. And confirm your date of birth? Uh, December the 8th, 1984. And a good telephone number I have is 228-327-4552? Yes. And the email I have is egip@gmail.com? Mm-hmm. Okay, so checking my calendar, it looks like you became active in the coverage as of last Monday, the 2nd, so you should be receiving physical ID cards sometime this week or the next few days. However, do you mind if I place you on a brief hold while I search up that information and I email it to you real quick? Um, yes, go ahead. You can, um, place me on a brief hold. That's fine. Awesome. I'll be right back for you, okay? Mm-hmm. Yeah. Hello, Yvonne. Are you still there? Yes, I'm still here. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O. Mm-hmm. At... At benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? I've got one question for you, if you can cover it with me on the phone. What does the dental insurance cover? Um, so when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months, but when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Ooh, that sounds good. Okay, then. Well, I appreciate you and thank you so much. You're welcome. Quick question. Um, do you have another email by any chance? Because the emails that I sent, uh, came back as not delivered. Oh. So do you have another email I can send it to? Uh, the egip84@gmail.com. Okay, 84. So I was missing 84. Yeah, it's egip84@gmail.com. Okay, so I'll go ahead and resend those to you. Just give me about 30 seconds to work on that. But is there anything else I could help you out with today? Um, no, that's pretty much it. I appreciate you and thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-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'm good... Hi, Justin. My name is, um, Yvonne Gibson and I'm employed through TRC, and, um, this is like the third week that they've taken issues, excuse me, issues out of my, uh, check, and, um, I just would like to get all my cards with the benefits and what I qualify for and everything, 'cause I signed up on the health, healthcare through them.

Speaker speaker_1: Okay. Um, so TRC Staffing. What's the last four of your Social so I can pull your file for you?

Speaker speaker_2: Uh, 3392.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code of on?

Speaker speaker_2: Um, it's, uh, 1358 English Manor Circle, Stone Mountain, Georgia, zip code 30087.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, December the 8th, 1984.

Speaker speaker_1: And a good telephone number I have is 228-327-4552?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is egip@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so checking my calendar, it looks like you became active in the coverage as of last Monday, the 2nd, so you should be receiving physical ID cards sometime this week or the next few days. However, do you mind if I place you on a brief hold while I search up that information and I email it to you real quick?

Speaker speaker_2: Um, yes, go ahead. You can, um, place me on a brief hold. That's fine.

Speaker speaker_1: Awesome. I'll be right back for you, okay?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah. Hello, Yvonne. Are you still there?

Speaker speaker_2: Yes, I'm still here.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: At... At benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: I've got one question for you, if you can cover it with me on the phone. What does the dental insurance cover?

Speaker speaker_1: Um, so when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months, but when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible.

Speaker speaker_2: Ooh, that sounds good. Okay, then. Well, I appreciate you and thank you so much.

Speaker speaker_1: You're welcome. Quick question. Um, do you have another email by any chance? Because the emails that I sent, uh, came back as not delivered.

Speaker speaker_2: Oh.

Speaker speaker_1: So do you have another email I can send it to?

Speaker speaker_2: Uh, the egip84@gmail.com.

Speaker speaker_1: Okay, 84. So I was missing 84.

Speaker speaker_2: Yeah, it's egip84@gmail.com.

Speaker speaker_1: Okay, so I'll go ahead and resend those to you. Just give me about 30 seconds to work on that. But is there anything else I could help you out with today?

Speaker speaker_2: Um, no, that's pretty much it. I appreciate you and thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.