

Transcript: Justin

Mills-5937173187313664-6750211435970560

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, hi, Justin. Uh, my name is Ashil. I just received, um, uh, what do you call this, American Public Life. I don't know the, the insurance name, APL. And, um, I want to know if the insurance card here got vision in there, too. Um, let me try checking your file and see what you're currently enrolled into. What's the staffing agency you work for? Huh? What is the staffing agency you work for? Oh, Ground Qu- Qu- Ground. And the last four of your social? 2040. And what was your first and last name? Ashil Bea. And for security purposes, can you verify your home address, including city, state and zip code? 1461 South Wonderford Drive, Florissant, Missouri, 63033. And your date of birth? May 28th, '82. And a good telephone number to have is 314-498-0117. Yes, please. And the email I have is your last name, first name, 673 at gmail? Yes. Okay, so looking at the file, looks like you're enrolled into dental, vision, the VIP Standard, which is a medical plan, and the MUC TeleRx, which is another medical plan for employee plus child. So yes, I do see vision and dental on the coverage with you. Yeah, I see, I see a dent- I see a card says, I see card here says dental. I see one card says dental here. Yeah, this is Group Vol- uh, Voluntary Dental, Dental. And I got like, uh, something here. I don't know what you call this, but, but the vision, if I want to go to the vi- uh, the doctor for my vision, what wo- I, you got some numbers, some policy number or something I can email to you? Um, yeah, I could possibly email the ID card to you. You can what? I can email the ID card to you. Okay, please email me the vision in, uh, vision card to me, please. Okay, do you mind if I place you on a brief hold while I do that? No problem. Hello? Are you still there? Yeah, I'm here. Awesome. Thank you so much for holding. So, I went ahead and emailed you your vision ID card to the email we had on file. Email that you should be looking out for will be coming from info, and that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay, I see info ID card. Yes, that's the ID card. Give me the, the card you emailed me right now. If I go to the vision doctor, I have to show them to them, right? Correct, correct. Okay. Okay. But if possible, can you send me the vision card, too? Um, yeah, I can put in a request for a physical ID card to be mailed out to you. Yeah, please, can you do that? Okay, so I'll go ahead and do that. You should receive that vision ID card within seven to 10 business days as well, okay? Okay, thank you, sir. You're welcome. Is there anything else I could help you out with today? No, that's it. Thanks. You're welcome. You have a great day, okay? You too. Bye-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: Yeah, hi, Justin. Uh, my name is Ashil. I just received, um, uh, what do you call this, American Public Life. I don't know the, the insurance name, APL. And, um, I want to know if the insurance card here got vision in there, too.

Speaker speaker_0: Um, let me try checking your file and see what you're currently enrolled into. What's the staffing agency you work for?

Speaker speaker_1: Huh?

Speaker speaker_0: What is the staffing agency you work for?

Speaker speaker_1: Oh, Ground Qu- Qu- Ground.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2040.

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

Speaker speaker_1: Ashil Bea.

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

Speaker speaker_1: 1461 South Wonderford Drive, Florissant, Missouri, 63033.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 28th, '82.

Speaker speaker_0: And a good telephone number to have is 314-498-0117.

Speaker speaker_1: Yes, please.

Speaker speaker_0: And the email I have is your last name, first name, 673 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, looks like you're enrolled into dental, vision, the VIP Standard, which is a medical plan, and the MUC TeleRx, which is another medical plan for employee plus child. So yes, I do see vision and dental on the coverage with you.

Speaker speaker_1: Yeah, I see, I see a dent- I see a card says, I see card here says dental. I see one card says dental here. Yeah, this is Group Vol- uh, Voluntary Dental, Dental. And I got like, uh, something here. I don't know what you call this, but, but the vision, if I want to go to the vi- uh, the doctor for my vision, what wo- I, you got some numbers, some policy number or something I can email to you?

Speaker speaker_0: Um, yeah, I could possibly email the ID card to you.

Speaker speaker_1: You can what?

Speaker speaker_0: I can email the ID card to you.

Speaker speaker_1: Okay, please email me the vision in, uh, vision card to me, please.

Speaker speaker_0: Okay, do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: No problem.

Speaker speaker_0: Hello? Are you still there?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your vision ID card to the email we had on file. Email that you should be looking out for will be coming from info, and that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay, I see info ID card.

Speaker speaker_0: Yes, that's the ID card.

Speaker speaker_1: Give me the, the card you emailed me right now. If I go to the vision doctor, I have to show them to them, right?

Speaker speaker_0: Correct, correct.

Speaker speaker_1: Okay. Okay. But if possible, can you send me the vision card, too?

Speaker speaker_0: Um, yeah, I can put in a request for a physical ID card to be mailed out to you.

Speaker speaker_1: Yeah, please, can you do that?

Speaker speaker_0: Okay, so I'll go ahead and do that. You should receive that vision ID card within seven to 10 business days as well, okay?

Speaker speaker_1: Okay, thank you, sir.

Speaker speaker_0: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_1: No, that's it. Thanks.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.