

## Transcript: Justin

**Mills-6165343967330304-4572130076737536**

### 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? Uh, yeah, my name is Linford Welsh. I was, uh, wanting to know... Uh, I, I'm insured through you guys and I was wanting to know, am I gonna get cards through the mail? Or how does that work? Yeah, let me check on that for you. What's that staffing agency you work for? WorkSource. And the last four of your Social? 5618. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Welsh? 10748 South State Highway, uh, 217, Boonville, Arkansas. And the zip code? 72927. And confirm your date of birth? 01/01/'66. And a good telephone number I have is 554-8433? Yep. And the email I have is curleylaw1966@Gmail? That's correct. Okay, so let's see here. So looking at the calendar, it looks like you are currently enrolled into dental and vision for employee plus spouse. However, we're still waiting for the first payroll deduction to come through from the WorkSource. So once we receive that deduction, you'll become active and cards will be issued out from there. Okay. Well, I know it's coming out of my check but- Okay. So if you stated you experienced deductions, um, like I said, we're just waiting for WorkSource to send over that information. Um, if you would, reach out to WorkSource just to verify if they did make deductions on you. And if so, have them send it over to us. And once that happens, you will become active and cards will be issued out. Yeah, they already have. I have my stub. Okay. So they have- I've been still taking up for dental and vision. Okay. So like I said, we're just waiting for them to send over that information on all of their employees who had deductions. Okay. As far as going to the dentist or a vision place, I have to have that card, right? Um, now y- once you do become active, you can have them call us for eligibility. Um, and we can provide them what you're covered for, um, stuff like that. Um, I do know it does take the actual insurance carrier at least 72 hours to generate policy numbers. So once you do become active, if you did call the Thursday or Friday of the week you became active, we can email the ID cards to you just so you have them. Um, but yeah, you can have providers call us for eligibility once you do become active. Okay. So I'm, um, I mean, uh, I can go to any dentist or any vision place? Or I could just- Um, now I do know that you, you would... I know y- I do know you have to stay in-network. I can email you a couple, couple telephone numbers to find those providers in your location. All you have to do is just provide them with your zip code when you do call them. Okay. Okay. Um, but that email- All right. ... that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? All right. Okay. Is there anything else I could help you out with today, Linford? No, that's it for today. Awesome. Well, you have a wonderful day, okay? All right, thanks. Bye-bye. You're welcome. 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: Uh, yeah, my name is Linford Welsh. I was, uh, wanting to know... Uh, I, I'm insured through you guys and I was wanting to know, am I gonna get cards through the mail? Or how does that work?

Speaker speaker\_1: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_2: WorkSource.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5618.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Mr. Welsh?

Speaker speaker\_2: 10748 South State Highway, uh, 217, Boonville, Arkansas.

Speaker speaker\_1: And the zip code?

Speaker speaker\_2: 72927.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 01/01/'66.

Speaker speaker\_1: And a good telephone number I have is 554-8433?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And the email I have is curleylaw1966@Gmail?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay, so let's see here. So looking at the calendar, it looks like you are currently enrolled into dental and vision for employee plus spouse. However, we're still waiting for the first payroll deduction to come through from the WorkSource. So once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker\_2: Okay. Well, I know it's coming out of my check but-

Speaker speaker\_1: Okay. So if you stated you experienced deductions, um, like I said, we're just waiting for WorkSource to send over that information. Um, if you would, reach out to WorkSource just to verify if they did make deductions on you. And if so, have them send it over to us. And once that happens, you will become active and cards will be issued out.

Speaker speaker\_2: Yeah, they already have. I have my stub.

Speaker speaker\_1: Okay. So they have-

Speaker speaker\_2: I've been still taking up for den- land vision.

Speaker speaker\_1: Okay. So like I said, we're just waiting for them to send over that information on all of their employees who had deductions.

Speaker speaker\_2: Okay. As far as going to the dentist or a vision place, I have to have that card, right?

Speaker speaker\_1: Um, now y- once you do become active, you can have them call us for eligibility. Um, and we can provide them what you're covered for, um, stuff like that. Um, I do know it does take the actual insurance carrier at least 72 hours to generate policy numbers. So once you do become active, if you did call the Thursday or Friday of the week you became active, we can email the ID cards to you just so you have them. Um, but yeah, you can have providers call us for eligibility once you do become active.

Speaker speaker\_2: Okay. So I'm, um, I mean, uh, I can go to any dentist or any vision place? Or I could just-

Speaker speaker\_1: Um, now I do know that you, you would... I know y- I do know you have to stay in-network. I can email you a couple, couple telephone numbers to find those providers in your location. All you have to do is just provide them with your zip code when you do call them.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, but that email-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Is there anything else I could help you out with today, Linford?

Speaker speaker\_2: No, that's it for today.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: All right, thanks. Bye-bye.

Speaker speaker\_1: You're welcome. Bye-bye.