Transcript: Justin Mills-6245872469753856-4755835186003968

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, yes, sir. I was, um... I was just seeing if, uh, my insurance is active yet. Yeah, let me check on that. What's the staffing agency you work for? WorkSource. And the last four of your social? 4146. And what was your first and last name? My name is Juan Carlos Barroso Manjarez. And for security purposes, can you verify the home address, including city, state and zip code w■n? Um, city, state... Um, Fort Smith, AR 72904. Sorry, what was th■ street address? Uh, street address would be 3608 Price Circle. Price. And confirm your date of birth. Uh, date of birth, 10/17/95. And a good telephone number I have is 779-650-6321. Yes, that's correct. The email I have is juan.barros9999@yahoo... Yes, juan.barroso9999@yahoo. Okay. Uh, well, here. Do you mind if I... Well, actually, looking at the calendar, you became active in the coverage as of last Monday, the 2nd. So, you should be receiving new physical ID cards sometime this week or early next week. Um, but do you mind if I place you in a brief hold while I email the information to you, just so you have it? No, that's fine. No. Um, could you also send me, like, uh, like information about trying to schedule, like, a checkup, like, with a doctor and stuff or- Yeah. ... or do I just go see any doctor or, or, like, I just need to know- Uh- ... like, what y'all say or whatever. Yeah. So, the email that I will be sending you has telephone numbers in there included. Um, if you call them and provide them with your zip code, they can give you a list of medical, dental or vision providers. Mm-hmm. Yeah. So, yeah. So, they only take cer... So, they only cover certain ones? Correct. You have to stay in network for the insurance carrier to pay. Yes, sir. Okay. Okay. Yeah. That's fine. Okay. Bear with me one second. All right. Hello. I'm just gonna leave my bag here. I'm just gonna... Yeah. I'm just gonna... Leave my bag here. Just gonna leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Hello? Hello, you there? Yeah, go ahead. Thank you so much for holding. So I went ahead and emailed all the ID cards to the email that we had on file. The email that you should be looking out for will be coming from info, that's I-D, fo@... com. I will let you know, either in your inbox, check your spam, okay? Okay, yeah, that's fine. Okay. Is there anything else I could help you out with today? Uh, no, that'd be it. Awesome. Well, you have a wonderful weekend, okay? All right, thank you. You like-

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, yes, sir. I was, um... I was just seeing if, uh, my insurance is active yet.

Speaker speaker_1: Yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: WorkSource.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4146.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: My name is Juan Carlos Barroso Manjarez.

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

Speaker speaker_2: Um, city, state... Um, Fort Smith, AR 72904.

Speaker speaker_1: Sorry, what was th■ street address?

Speaker speaker_2: Uh, street address would be 3608 Price Circle.

Speaker speaker_1: Price. And confirm your date of birth.

Speaker speaker_2: Uh, date of birth, 10/17/95.

Speaker speaker_1: And a good telephone number I have is 779-650-6321.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: The email I have is juan.barros9999@yahoo...

Speaker speaker_2: Yes, juan.barroso9999@yahoo.

Speaker speaker_1: Okay. Uh, well, here. Do you mind if I... Well, actually, looking at the calendar, you became active in the coverage as of last Monday, the 2nd. So, you should be receiving new physical ID cards sometime this week or early next week. Um, but do you mind if I place you in a brief hold while I email the information to you, just so you have it?

Speaker speaker_2: No, that's fine. No. Um, could you also send me, like, uh, like information about trying to schedule, like, a checkup, like, with a doctor and stuff or-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... or do I just go see any doctor or, or, like, I just need to know-

Speaker speaker_1: Uh-

Speaker speaker_2: ... like, what y'all say or whatever.

Speaker speaker_1: Yeah. So, the email that I will be sending you has telephone numbers in there included. Um, if you call them and provide them with your zip code, they can give you a list of medical, dental or vision providers.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah.

Speaker speaker_2: So, yeah. So, they only take cer... So, they only cover certain ones?

Speaker speaker_1: Correct. You have to stay in network for the insurance carrier to pay. Yes, sir.

Speaker speaker_2: Okay. Okay. Yeah. That's fine.

Speaker speaker_1: Okay. Bear with me one second.

Speaker speaker_2: All right.

Speaker speaker_3: Hello. I'm just gonna leave my bag here. I'm just gonna... Yeah. I'm just gonna... Leave my bag here. Just gonna leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Just gonna... Leave my bag here. Hello?

Speaker speaker_1: Hello, you there?

Speaker speaker_4: Yeah, go ahead.

Speaker speaker_1: Thank you so much for holding. So I went ahead and emailed all the ID cards to the email that we had on file. The email that you should be looking out for will be coming from info, that's I-D, fo@... com. I will let you know, either in your inbox, check your spam, okay?

Speaker speaker_4: Okay, yeah, that's fine.

Speaker speaker_1: Okay. Is there anything else I could help you out with today?

Speaker speaker_4: Uh, no, that'd be it.

Speaker speaker_1: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_4: All right, thank you. You like-