

Transcript: Justin

Mills-6391667220758528-4710033157210112

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? Yes, this is Dawn Morrison and my husband, Gary Morrison, um, works for TOA, uh, uh, Focus out of Winchester, Indiana. And we were checking on having insurance. Okay. Is your husband nearby so I can speak with him? Yes, right here. Yes, ma'am. Okay. So Focus, what's the last four of your social, sir? 5923. You said 5923? Yep. Okay. 5923. Last name Morrison. And for security purposes, could you verify your home address, including city, state and zip code, Gary? 2989 US Highway 36, Lynn, Indiana, 47355. And can you confirm your date of birth? 02/23/60. And a good telephone number I have for you is 765-576-1131? Yes. And the email I have is morrison.dawn61@yahoo? Yep. Okay. So looking at the calendar file, it looks like you are currently enrolled into dental, term life, which is life insurance, vision, and the VIP Classic, which is your medical plan, all for employee plus spouse. However, checking my calendar, looks like you became active in the coverage as of this past Monday, the 18th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold for, for a second while I see if those ID cards have been generated? And if so, I'll email them to you real quick? Okay. Okay. I'll be right back for you, okay? Yes. Hello. Are y'all still there? Yeah. Awesome. Thank y'all so much for holding. I went ahead and emailed you all the email... the ID cards to the email we had on file. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder. Okay? O- okay. Awesome. Well, is there anything else I could help y'all with today? Um, can you tell me if, um... My wife had knee surgery, total knee replacement. And does the insurance cover physical therapy? Physical therapy, let me check on that. Let's see. 'Cause I do know that the medical plan that you're enrolled into covers hospitals, doctors and medications. But let me check physical therapy. So yes, so you... she does have coverage for physical therapy. So physical, speech or occupational therapy. Okay. All righty. Just wanted to know so that way we can, um, uh... Can... Are those cards visible by email? Um, yes, sir. So it is a PDF, uh, file, so you do have the option to print it out if, if need be. So sh- you can show that to whom, whomever she has to go through for physical therapy? She's already been doing it. You know what I mean? But- Yes, sir. ... I'll lose my other insurance the end of November. Yes, sir. So the, um, the ID cards that I emailed you are the actual e-... They're, they're just email versions of the physical ID cards that are arriving early next week. Ah. Okay. All righty. Thank you. You're welcome. Y'all have a great day, okay? Yeah. You too. 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: Yes, this is Dawn Morrison and my husband, Gary Morrison, um, works for TOA, uh, uh, Focus out of Winchester, Indiana. And we were checking on having insurance.

Speaker speaker_1: Okay. Is your husband nearby so I can speak with him?

Speaker speaker_2: Yes, right here.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. So Focus, what's the last four of your soc- social, sir?

Speaker speaker_3: 5923.

Speaker speaker_1: You said 5923?

Speaker speaker_3: Yep.

Speaker speaker_1: Okay. 5923. Last name Morrison. And for security purposes, could you verify your home address, including city, state and zip code, Gary?

Speaker speaker_3: 2989 US Highway 36, Lynn, Indiana, 47355.

Speaker speaker_1: And can you confirm your date of birth?

Speaker speaker_3: 02/23/60.

Speaker speaker_1: And a good telephone number I have for you is 765-576-1131?

Speaker speaker_3: Yes.

Speaker speaker_1: And the email I have is morrison.dawn61@yahoo?

Speaker speaker_3: Yep.

Speaker speaker_1: Okay. So looking at the calendar file, it looks like you are currently enrolled into dental, term life, which is life insurance, vision, and the VIP Classic, which is your medical plan, all for employee plus spouse. However, checking my calendar, looks like you became active in the coverage as of this past Monday, the 18th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold for, for a second while I see if those ID cards have been generated? And if so, I'll email them to you real quick?

Speaker speaker_3: Okay.

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

Speaker speaker_2: Yes.

Speaker speaker_1: Hello. Are y'all still there?

Speaker speaker_3: Yeah.

Speaker speaker_1: Awesome. Thank y'all so much for holding. I went ahead and emailed you all the email... the ID cards to the email we had on file. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_3: O- okay.

Speaker speaker_1: Awesome. Well, is there anything else I could help y'all with today?

Speaker speaker_3: Um, can you tell me if, um... My wife had knee surgery, total knee replacement. And does the insurance cover physical therapy?

Speaker speaker_1: Physical therapy, let me check on that. Let's see. 'Cause I do know that the medical plan that you're enrolled into covers hospitals, doctors and medications. But let me check physical therapy. So yes, so you... she does have coverage for physical therapy. So physical, speech or occupational therapy.

Speaker speaker_3: Okay. All righty. Just wanted to know so that way we can, um, uh... Can... Are those cards visible by email?

Speaker speaker_1: Um, yes, sir. So it is a PDF, uh, file, so you do have the option to print it out if, if need be.

Speaker speaker_3: So sh- you can show that to whom, whomever she has to go through for physical therapy? She's already been doing it. You know what I mean? But-

Speaker speaker_1: Yes, sir.

Speaker speaker_3: ... I'll lose my other insurance the end of November.

Speaker speaker_1: Yes, sir. So the, um, the ID cards that I emailed you are the actual e... They're, they're just email versions of the physical ID cards that are arriving early next week.

Speaker speaker_3: Ah. Okay. All righty. Thank you.

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

Speaker speaker_3: Yeah. You too.

Speaker speaker_1: All right. Bye-bye.