

Transcript: Justin

Mills-6505520554885120-5034461238444032

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hi. Um, I'm a member, and I just wanted to get some information. I'm trying to schedule, um, uh, an appointment, um, with a, a gy- a gyno. And, um, they're asking me, um... What do I tell them for the insurance, like what information do I provide? Um. Here, let me try pulling your file. What's the staffing agency you work for? Um, OnTrack. And the last four of your social? Uh, 0971. And what was your first and last name again? Cailin Henderson. And for security purposes, can you verify your home address, including city, state and zip code? 3404 Quiet Valley Road, um, Fort Worth, Texas 76123. And your date of birth? August 13th, 1999. I think the telephone number I have is 817-353-9606. Yes. And the email I have is k.cailinalexia@gmail or alexia@gmail? Mm-hmm. Okay, so let's see here. Um, so I do know when you do go to that provider, uh, the insurance carrier is American Public Life. However, were you given or were you... Have you received your ID card by any chance or no? I have- Yes, I have actually. I have it right here. Okay. 'Cause I have two cards. I have one from OnTrack, and then I have that one. Okay. Um, 'cause the one that you received from OnTrack, that's just to let you know that you do have, uh, medical insurance. Um, so I may need to email you your correct medical ID card, uh, just so they can put in- Okay. ... the correct information. Um, but do you mind if I- Mm-hmm. ... place you on a brief hold while I do that? Yes. Okay, I'll be right back for you, okay? Okay, thank you. You're welcome. Mm-hmm. Hello, Cailin. You still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your medical ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitcentercard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Um, that ID card- I see it. Okay. So the ID card will be the correct, uh, information to show that provider. Um, then they will just put in the information in their system and then go from there. Okay. Thank you so much. You're welcome. Is there anything else I can be of help with today? No, that's it. Thank you. Awesome. You're welcome. You have a great weekend, okay? You as well. Thank you. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, I'm a member, and I just wanted to get some information. I'm trying to schedule, um, uh, an appointment, um, with a, a gy- a gyno. And, um, they're asking me, um... What do I tell them for the insurance, like what information do I provide?

Speaker speaker_1: Um. Here, let me try pulling your file. What's the staffing agency you work for?

Speaker speaker_2: Um, OnTrack.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 0971.

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

Speaker speaker_2: Cailin Henderson.

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

Speaker speaker_2: 3404 Quiet Valley Road, um, Fort Worth, Texas 76123.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: August 13th, 1999.

Speaker speaker_1: I think the telephone number I have is 817-353-9606.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is k.cailinalexia@gmail or alexia@gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so let's see here. Um, so I do know when you do go to that provider, uh, the insurance carrier is American Public Life. However, were you given or were you... Have you received your ID card by any chance or no?

Speaker speaker_2: I have- Yes, I have actually. I have it right here.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I have two cards. I have one from OnTrack, and then I have that one.

Speaker speaker_1: Okay. Um, 'cause the one that you received from OnTrack, that's just to let you know that you do have, uh, medical insurance. Um, so I may need to email you your correct medical ID card, uh, just so they can put in-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the correct information. Um, but do you mind if I-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... place you on a brief hold while I do that?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Hello, Cailin. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your medical ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitcentercard.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_2: Okay.

Speaker speaker_1: Okay. Um, that ID card-

Speaker speaker_2: I see it.

Speaker speaker_1: Okay. So the ID card will be the correct, uh, information to show that provider. Um, then they will just put in the information in their system and then go from there.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Is there anything else I can be of help with today?

Speaker speaker_2: No, that's it. Thank you.

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

Speaker speaker_2: You as well. Thank you. Goodbye.