

Transcript: Justin

Mills-6579025602363392-6558467506520064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I guess, um, I just have a few... Okay, I just have a few questions. Um, since I started this new job, I guess I'm... So, I, I received one of my, um, cards in the mail. Mm-hmm. I guess, I, I guess I really just don't even know what, what I'm trying to ask. Like, what all I signed up for, I guess, or like... Um, so like I got my vision card, but is this all I, I'm, um, eligible for? Um, no. You're probably enrolled into other things, but let me try pulling your file to confirm that for you. What's the staffing agency you work for? It is, uh, Focused Workforce Management. And the last four of your social? Three-two-nine-four. And what was your first and last name? Adriana Rodriguez. And for security purposes, could you verify the home address, including city, state and zip code? Yeah. It's 132 South Penn Avenue in Salina, Kansas, 67401. And your date of birth? 4/20/99. And a good telephone number have a 785-201-8544. Yes. And the email has aeliserodriguez at gmail? Yes. Okay. So, looking at the file, it looks like you're currently enrolled into critical illness, dental, vision, the VIP Standard, which is your medical plan, and behavioral health for employee only. So, you've stated you received your vision ID card. Is that correct? Yes. Yeah. Okay. Um, so what I'll go ahead and do, I'll email you your dental and your medical card just so you have it. Um- Okay. But did you have any other questions before I put you in a brief hold for a second? No. Okay. Well, just bear with me one second, okay? Okay. Okay. Hello? Are you still there? Yes. Thank you so much for holding. So, I went ahead and emailed you all of your 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, @benefitsandcard.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, well, is there anything else I could help you out with today? Um, just, um... So, I won't be... There's not a hard copy for the other two, right? It's just online. Like what you were sending? Um, no. I could... Yeah. So, um, I can put in a request for physical ID cards to be made out to you. Um, I'll go ahead and do that for you. Um, I'll email the insurance carrier for that, um, and you should receive those within seven to 10 business days. Okay? Okay. Okay. I think that's all I needed. Um, is there anything else I could help you out with today? Um, I think that's it. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. I guess, um, I just have a few... Okay, I just have a few questions. Um, since I started this new job, I guess I'm... So, I, I received one of my, um, cards in the mail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I guess, I, I guess I really just don't even know what, what I'm trying to ask. Like, what all I signed up for, I guess, or like... Um, so like I got my vision card, but is this all I, I'm, um, eligible for?

Speaker speaker_1: Um, no. You're probably enrolled into other things, but let me try pulling your file to confirm that for you. What's the staffing agency you work for?

Speaker speaker_2: It is, uh, Focused Workforce Management.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Three-two-nine-four.

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

Speaker speaker_2: Adriana Rodriguez.

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

Speaker speaker_2: Yeah. It's 132 South Penn Avenue in Salina, Kansas, 67401.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 4/20/'99.

Speaker speaker_1: And a good telephone number have a 785-201-8544.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has aeliserodriguez at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, looking at the file, it looks like you're currently enrolled into critical illness, dental, vision, the VIP Standard, which is your medical plan, and behavioral health for employee only. So, you've stated you received your vision ID card. Is that correct?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: Okay. Um, so what I'll go ahead and do, I'll email you your dental and your medical card just so you have it. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: But did you have any other questions before I put you in a brief hold for a second?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Well, just bear with me one second, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello? Are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you so much for holding. So, I went ahead and emailed you all of your 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, @benefitsandcard.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, well, is there anything else I could help you out with today?

Speaker speaker_2: Um, just, um... So, I won't be... There's not a hard copy for the other two, right? It's just online. Like what you were sending?

Speaker speaker_1: Um, no. I could... Yeah. So, um, I can put in a request for physical ID cards to be made out to you. Um, I'll go ahead and do that for you. Um, I'll email the insurance carrier for that, um, and you should receive those within seven to 10 business days. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: I think that's all I needed.

Speaker speaker_1: Um, is there anything else I could help you out with today?

Speaker speaker_2: Um, I think that's it.

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

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.