

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, sir. I'm trying to... Uh, I got some insurance through y'all. Uh, I got my, my dental card. My medical's online, but I have not got my vision card yet. And it's not on the, uh, the APL website. So I, I'm guessing it's a different plan. Um, yeah, I could possibly email it to you. What's the staffing agency you work for? Uh, Hamilton Riuter. And the last four of your social? Uh, 3475. And what was your first and last name? Uh, Shane Ingellis. I-N-G-E-L-L-I-S. And for security purposes, could you verify your home address, including city, state and zip code, Shane? Uh, yes. It's, uh, 50261 Acker Road, Amory, Mississippi 38821. And confirm your date of birth? June 17th, 1982. And a good telephone number I have is 662-260-8551? You're correct. And the email I have is ingellis86 at gmail? Yes, sir. Okay. Um, well, here, do you mind if I place you in a brief hold while I email that information to you? No, that's fine. Okay. Hello, Shane. You still there? I am. Awesome. Thank you so much for holding. So I went ahead and emailed you your vision 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, @benefitsinacard.com. Okay. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. I appreciate it. You're welcome. Is there anything else I can- And can I get one more- Yes. I have one more question. Is there a way on, on y'all's website or the... I couldn't find it on the, the APL website, uh, to see what, what doctors are in network and stuff? Um, yeah. So the email that I sent you has telephone numbers included in the email for medical, dental and vision providers. Okay. Okay. Um, when you do call them, just provide them with your zip code. Okay? Okay. All right. I appreciate it. You're welcome. You have a great weekend. All right. All right? All right. You too. Bye-bye. Thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes, sir. I'm trying to... Uh, I got some insurance through y'all. Uh, I got my, my dental card. My medical's online, but I have not got my vision card yet. And it's not on the, uh, the APL website. So I, I'm guessing it's a different plan.

Speaker speaker_0: Um, yeah, I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker_1: Uh, Hamilton Riuter.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 3475.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Shane Ingellis. I-N-G-E-L-L-I-S.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Shane?

Speaker speaker_1: Uh, yes. It's, uh, 50261 Acker Road, Amory, Mississippi 38821.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: June 17th, 1982.

Speaker speaker_0: And a good telephone number I have is 662-260-8551?

Speaker speaker_1: You're correct.

Speaker speaker_0: And the email I have is ingellis86 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, well, here, do you mind if I place you in a brief hold while I email that information to you?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Okay. Hello, Shane. You still there?

Speaker speaker_1: I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your vision 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, @benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. I appreciate it.

Speaker speaker_0: You're welcome. Is there anything else I can-

Speaker speaker_1: And can I get one more-

Speaker speaker_0: Yes.

Speaker speaker_1: I have one more question. Is there a way on, on y'all's website or the... I couldn't find it on the, the APL website, uh, to see what, what doctors are in network and stuff?

Speaker speaker_0: Um, yeah. So the email that I sent you has telephone numbers included in the email for medical, dental and vision providers.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, when you do call them, just provide them with your zip code. Okay?

Speaker speaker_1: Okay. All right. I appreciate it.

Speaker speaker_0: You're welcome. You have a great weekend.

Speaker speaker_1: All right.

Speaker speaker_0: All right?

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Thanks. Bye-bye.