

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. Uh, my name is Dawn Cox. Um, I haven't received a card yet. All right. What staffing company do you work for? Uh, WSI in Holland, Michigan. What's the last four of your social? 4672. First name? Dawn. Let me check. WSI. Let's see. Last name? Cox. C-O-X. For security purposes, can you verify your address and date of birth for me? Uh, 1700 Robbins Road, Grand Haven, Michigan, 49417, uh, lot number 297, and my birthdate is 2/16/71. Okay. You're assuming I got a phone number of 616-212-9973? Correct. And I get email is dawncox7755@gmail.com? Yes. And I get... Thank you. All right. So you need your medical card or did you... haven't received any of your ID cards? Um, I have not got the medical card. I got the dental and the vision cards. Okay. So with the medical one, they sent typically via email. You have to call and request a physical one be sent. I can go ahead and put a request for a physical one to be sent and send you a digital copy while you wait on the physical one. Okay, that would be good. Um... All right. Do I have a... Is there a number, um, a con- a contract number or group number that I can, can give to, uh, my provider right now to cover the, uh, for the, the visit I had last night? So I wouldn't be able to tell you if what you're cover- what you get to the doctor for last night was covered or not, but I can send you your ID card. I'm getting ready to send it to you right now via email. Okay. And it will have your ID. It will have your ID numbers on it. Okay. Okay. So if you want to check your email, I've already, I've already sent it. It should be from the info@benefitsandcard.com. Okay. And you can expect a physical copy in one to two weeks. Okay. Right. Could you confirm that you received that email? Um, I don't see it right now. I'm working on it. Uh. Hmm. Not yet. Okay. Info cards MetLife? So it'll, it'll be a PDF attachment at the bottom. Okay. Yep. Okay. All right. Well, was there anything else I can help you with today, Ms. Cox? This is the same card that I gave, gave them last night, and they told me it was just my dental card. It shouldn't be the same card because they're two different cards. It's the same company. Your medical and your dental are covered by the same company, APL. So maybe that might be where the confusion is happening. But there should be two step. One should say dental and one should say medical. Okay. All right. Thank you. No problem, Ms. Cox. Was there anything else I could help you with today? Nope. That's it. Thanks for calling Benefits in a Card. Hope you have a great rest of your week. Thank you. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Uh, my name is Dawn Cox. Um, I haven't received a card yet.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, WSI in Holland, Michigan.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 4672.

Speaker speaker_0: First name?

Speaker speaker_1: Dawn.

Speaker speaker_0: Let me check. WSI. Let's see. Last name?

Speaker speaker_1: Cox. C-O-X.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 1700 Robbins Road, Grand Haven, Michigan, 49417, uh, lot number 297, and my birthdate is 2/16/71.

Speaker speaker_0: Okay. You're assuming I got a phone number of 616-212-9973?

Speaker speaker_1: Correct.

Speaker speaker_0: And I get email is dawncox7755@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And I get... Thank you. All right. So you need your medical card or did you... haven't received any of your ID cards?

Speaker speaker_1: Um, I have not got the medical card. I got the dental and the vision cards.

Speaker speaker_0: Okay. So with the medical one, they sent typically via email. You have to call and request a physical one be sent. I can go ahead and put a request for a physical one to be sent and send you a digital copy while you wait on the physical one.

Speaker speaker_1: Okay, that would be good. Um...

Speaker speaker_0: All right.

Speaker speaker_1: Do I have a... Is there a number, um, a con- a contract number or group number that I can, can give to, uh, my provider right now to cover the, uh, for the, the visit I had last night?

Speaker speaker_0: So I wouldn't be able to tell you if what you're cover- what you get to the doctor for last night was covered or not, but I can send you your ID card. I'm getting ready to send it to you right now via email.

Speaker speaker_1: Okay.

Speaker speaker_0: And it will have your ID. It will have your ID numbers on it.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So if you want to check your email, I've already, I've already sent it. It should be from the info@benefitsandcard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And you can expect a physical copy in one to two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Could you confirm that you received that email?

Speaker speaker_1: Um, I don't see it right now. I'm working on it. Uh. Hmm. Not yet. Okay. Info cards MetLife?

Speaker speaker_0: So it'll, it'll be a PDF attachment at the bottom.

Speaker speaker_1: Okay. Yep. Okay.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Ms. Cox?

Speaker speaker_1: This is the same card that I gave, gave them last night, and they told me it was just my dental card.

Speaker speaker_0: It shouldn't be the same card because they're two different cards. It's the same company. Your medical and your dental are covered by the same company, APL. So maybe that might be where the confusion is happening. But there should be two step. One should say dental and one should say medical.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Ms. Cox. Was there anything else I could help you with today?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: Thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem.