

Transcript: Pamela

Blanc-5108078336491520-5472530319753216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello? Yeah, hi. My name is Pamela. How may I help you? Yes, this is Janie Gomez. Okay, Ms. Gomez, how may I help you? Yes, I'm calling to find out my, um, uh, my, um, my insurance card, if they were mailed out to my physical or mailing address, because I haven't yet to receive them yet. Okay. So, I will need to pull up your file in order to assist you. Okay. May I have the last four digits of your Social? It's 4450. And who do you work for? I was hired on by the agency priority personnel in San Marcos, Texas, 78666. Okay. That's... uh, All right, Ms. Gomez, um, can we verify your complete address and date of birth for security reasons? Okay, my physical address is 9830 FF621 in Staples, Texas, 78670, and my mailing address is PO Box 24 in Staples, Texas, as well. And my date of birth is 9/1/'73. All right, we have a phone number on file, 361-542-7666. Correct. And your email is your first last name, 75@gmail.com? Correct. All right, let's see. Okay. Ms. Gomez, your medical card, it will go, it will go to... You, you email. Okay. And your prescription plan, uh, you have to register online. Uh, did you receive the instructions for that? And any... and it's going to your physical address. That's the address we have on file. Okay, 'cause I haven't received anything as of today or any time. I haven't received anything- Okay. ... as well by phone. So what I can- And I have not received nothing but via email as well, so that's why- Okay. Yeah, going on two months, uh, hired, hired on, and I have not seen everything. No such paper, no such, uh, information whatsoever. So, it was concerning to me, so I contacted the, the agency to where I got in my new hire and everything. She goes, "Well, you should have received something. We got everything here correct. You may want to contact them personally to see what's going on." Okay. Yes. So, your benefit's only been active for two weeks. Okay. Um, so the ID card you should all have received it sometime this week by now, but- Okay. ... I could check. If they, um, are available to me, I could email it to you now. Okay. 'Cause they do not send physical email. They, I mean- Okay. ... sorry, physical ID cards, so... Okay. I will email it to you. Okay. If you need a physical card, I could go ahead and- That would be helpful. ... re- and request one for you. Right. Yes, I do. I need one requested today. No problem. So, the physical one does take, um, seven to 10 days to arrive. Mm-hmm. I'm gonna put you on hold so I can pull up, um, the information. Mm-hmm. All right. There. Can you also just send me the information for the pharmacy card as well, so I can contact them? Yes. Then, yes, as well? Okay. I will do so. I will send you the, um, the instruction on, on how to register online. Okay. All right? Just bear with me. Yes, ma'am. Ms. Gomez? Yes, ma'am. Thank you for holding. I went ahead and emailed you the ID card and the instructions for your prescription plan, so- Okay. And we'll put the information online. The email's coming from info@benefitsinacard. Check your spam and junk mail. You want to go there. Okay. I will request the physical card to be emailed, I mean, sorry, mailed out to you, to the address we have on file. Okay. All right? Is

there anything else I could do for you today? How long will that email take it for me to receive the information? I should be doing it any minute now. Okay, yes, I just received them. Yes, ma'am. All right. So, it's two different email. One has a PDF file- Yes, ma'am. ... with the ID card, and the other one's just the instructions. Yes, I received them. They're both. All right. Anything else I could do for you? No, it was just concerning, 'cause they said, "Well, it looks like they've been, you know, withholding, um, the benefits. I mean, the amount for it, you're supposed to be... You already... You, you have coverage this. And I'm not sure why you may want to contact us," so that's why I was curious to contact you. No problem. I completely understand. Yes, ma'am. Okay, thank you very much. Thank you for giving us a call. Have a great rest of this day. You too, ma'am. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Yeah, hi. My name is Pamela. How may I help you?

Speaker speaker_2: Yes, this is Janie Gomez.

Speaker speaker_1: Okay, Ms. Gomez, how may I help you?

Speaker speaker_2: Yes, I'm calling to find out my, um, uh, my, um, my insurance card, if they were mailed out to my physical or mailing address, because I haven't yet to receive them yet.

Speaker speaker_1: Okay. So, I will need to pull up your file in order to assist you.

Speaker speaker_2: Okay.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: It's 4450.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: I was hired on by the agency priority personnel in San Marcos, Texas, 78666.

Speaker speaker_1: Okay. That's... uh, All right, Ms. Gomez, um, can we verify your complete address and date of birth for security reasons?

Speaker speaker_2: Okay, my physical address is 9830 FF621 in Staples, Texas, 78670, and my mailing address is PO Box 24 in Staples, Texas, as well. And my date of birth is 9/1/'73.

Speaker speaker_1: All right, we have a phone number on file, 361-542-7666.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is your first last name, 75@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right, let's see. Okay. Ms. Gomez, your medical card, it will go, it will go to... You, you email.

Speaker speaker_2: Okay.

Speaker speaker_1: And your prescription plan, uh, you have to register online. Uh, did you receive the instructions for that? And any... and it's going to your physical address. That's the address we have on file.

Speaker speaker_2: Okay, 'cause I haven't received anything as of today or any time. I haven't received anything-

Speaker speaker_1: Okay.

Speaker speaker_2: ... as well by phone.

Speaker speaker_1: So what I can-

Speaker speaker_2: And I have not received nothing but via email as well, so that's why-

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, going on two months, uh, hired, hired on, and I have not seen everything. No such paper, no such, uh, information whatsoever. So, it was concerning to me, so I contacted the, the agency to where I got in my new hire and everything. She goes, "Well, you should have received something. We got everything here correct. You may want to contact them personally to see what's going on."

Speaker speaker_1: Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: So, your benefit's only been active for two weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so the ID card you should all have received it sometime this week by now, but-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I could check. If they, um, are available to me, I could email it to you now.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause they do not send physical email. They, I mean-

Speaker speaker_2: Okay.

Speaker speaker_1: ... sorry, physical ID cards, so...

Speaker speaker_2: Okay.

Speaker speaker_1: I will email it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: If you need a physical card, I could go ahead and-

Speaker speaker_2: That would be helpful.

Speaker speaker_1: ... re- and request one for you.

Speaker speaker_2: Right. Yes, I do. I need one requested today.

Speaker speaker_1: No problem. So, the physical one does take, um, seven to 10 days to arrive.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm gonna put you on hold so I can pull up, um, the information.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. There.

Speaker speaker_2: Can you also just send me the information for the pharmacy card as well, so I can contact them?

Speaker speaker_1: Yes.

Speaker speaker_2: Then, yes, as well? Okay.

Speaker speaker_1: I will do so. I will send you the, um, the instruction on, on how to register online.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Just bear with me.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Ms. Gomez?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you for holding. I went ahead and emailed you the ID card and the instructions for your prescription plan, so-

Speaker speaker_2: Okay.

Speaker speaker_1: And we'll put the information online. The email's coming from info@benefitsinacard. Check your spam and junk mail. You want to go there.

Speaker speaker_2: Okay.

Speaker speaker_1: I will request the physical card to be emailed, I mean, sorry, mailed out to you, to the address we have on file.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Is there anything else I could do for you today?

Speaker speaker_2: How long will that email take it for me to receive the information?

Speaker speaker_1: I should be doing it any minute now.

Speaker speaker_2: Okay, yes, I just received them. Yes, ma'am.

Speaker speaker_1: All right. So, it's two different email. One has a PDF file-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... with the ID card, and the other one's just the instructions.

Speaker speaker_2: Yes, I received them. They're both.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: No, it was just concerning, 'cause they said, "Well, it looks like they've been, you know, withholding, um, the benefits. I mean, the amount for it, you're supposed to be... You already... You, you have coverage this. And I'm not sure why you may want to contact us," so that's why I was curious to contact you.

Speaker speaker_1: No problem. I completely understand.

Speaker speaker_2: Yes, ma'am. Okay, thank you very much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of this day.

Speaker speaker_2: You too, ma'am. Bye-bye.