

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Uh, yes, I was calling about the, um, the health benefit. Yes, and who do you work for? Enrollment. Oh, I work for MAUAGE. Can I have the last four digits of your Social? 2041. And your first and last name? Joseph Flewellen. Okay. And for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 300 Smythe Street, Unit 6, Greenville, South Carolina 29611. And my birthday is January 11, 1973. Um, do you have a phone number of 586-435-9297? 9297. Yes. Okay. Okay. Um, and what would you like to change on your benefits? Um, I need the, um... For the most part, I need the, the health part, like the, like getting prescriptions, that sort of thing. Mm-hmm. But I mean, um, you have the Ensure Plus Basic. You basically have- Oh, I have some already? Yes, sir. You, you are enrolled in the benefit. Okay, then. The, the thing I'm wondering is, um, I tried to go to a doctor, but they said that, um, that A- that American Public Life? Mm-hmm. They said they couldn't find anything on it, like as far as, like, seeing a doctor, that sort of thing, and getting prescriptions. So, do you got, um... What do you call it? Do you a person a new ID card? Yes, I... They, they gave me... They sent me three cards that, um... One of 'em has dental. The other one has, uh, vision. Mm-hmm. And the other one, it just has APL on it, which let me look at it. The dental. So, because the medical card will go straight to you email. To my email? Yes. Oh. Okay. But I could also send you one now if you would like to. Yes, I, I'd like a, a visual card. I didn't even know I had it. Yeah, um, they do not send physical cards, so it goes straight to your email. Oh. Oh, hang on there. Okay, so I already got it. Are you able to see it or? Um, I have to, I have to go and look at it, but yeah, I didn't know- And if- ... I had it. And since you've been enrolled for a while, if you would like, I could go ahead and email you one now. Yeah, yeah, do that. Yeah. All right. So the email will be coming in from info@benefitscentercard. Check your spam and junk mail. Okay. It might go there. Um- Okay. ... allow me, like, a er, min- a minute or so for you to receive it. The system is a little slow. And don't forget- Okay. ... and don't forget to check your spam and junk mail. Okay, spam. Okay. And if you have- Mm-hmm. Do you... You do have your vision and dental though? Yes, I have those. Okay. So I will be emailing you the medical. Is there anything else that you need help with, sir? Uh, no, ma'am. That's all. All right. Um, thank you for giving us a call today. Have a great rest of the day, sir. Uh, you too. Thanks.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, I was calling about the, um, the health benefit.

Speaker speaker_0: Yes, and who do you work for?

Speaker speaker_1: Enrollment. Oh, I work for MAUAGE.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: 2041.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Joseph Flewellen.

Speaker speaker_0: Okay. And for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 300 Smythe Street, Unit 6, Greenville, South Carolina 29611. And my birthday is January 11, 1973.

Speaker speaker_0: Um, do you have a phone number of 586-435-9297?

Speaker speaker_1: 9297. Yes.

Speaker speaker_0: Okay. Okay. Um, and what would you like to change on your benefits?

Speaker speaker_1: Um, I need the, um... For the most part, I need the, the health part, like the, like getting prescriptions, that sort of thing.

Speaker speaker_0: Mm-hmm. But I mean, um, you have the Ensure Plus Basic. You basically have-

Speaker speaker_1: Oh, I have some already?

Speaker speaker_0: Yes, sir. You, you are enrolled in the benefit.

Speaker speaker_1: Okay, then. The, the thing I'm wondering is, um, I tried to go to a doctor, but they said that, um, that A- that American Public Life?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: They said they couldn't find anything on it, like as far as, like, seeing a doctor, that sort of thing, and getting prescriptions.

Speaker speaker_0: So, do you got, um... What do you call it? Do you a person a new ID card?

Speaker speaker_1: Yes, I... They, they gave me... They sent me three cards that, um... One of 'em has dental. The other one has, uh, vision.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And the other one, it just has APL on it, which let me look at it.

Speaker speaker_0: The dental. So, because the medical card will go straight to you email.

Speaker speaker_1: To my email?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: But I could also send you one now if you would like to.

Speaker speaker_1: Yes, I, I'd like a, a visual card. I didn't even know I had it. Yeah, um, they do not send physical cards, so it goes straight to your email. Oh. Oh, hang on there. Okay, so I already got it.

Speaker speaker_0: Are you able to see it or?

Speaker speaker_1: Um, I have to, I have to go and look at it, but yeah, I didn't know-

Speaker speaker_0: And if-

Speaker speaker_1: ... I had it.

Speaker speaker_0: And since you've been enrolled for a while, if you would like, I could go ahead and email you one now.

Speaker speaker_1: Yeah, yeah, do that.

Speaker speaker_0: Yeah. All right. So the email will be coming in from info@benefitscentercard. Check your spam and junk mail.

Speaker speaker_1: Okay.

Speaker speaker_0: It might go there. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... allow me, like, a er, min- a minute or so for you to receive it. The system is a little slow. And don't forget-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and don't forget to check your spam and junk mail.

Speaker speaker_1: Okay, spam. Okay.

Speaker speaker_0: And if you have- Mm-hmm. Do you... You do have your vision and dental though?

Speaker speaker_1: Yes, I have those.

Speaker speaker_0: Okay. So I will be emailing you the medical. Is there anything else that you need help with, sir?

Speaker speaker_1: Uh, no, ma'am. That's all.

Speaker speaker_0: All right. Um, thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_1: Uh, you too. Thanks.