

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hello. I was just wondering, like, how do I, um, use my benefits? Because I never received, like, any insurance cards or anything like that. Okay. So you're saying y- you haven't received your ID card? My, um, insurance card. I mean, I'm not sure if you guys do insurance cards or not, but I haven't received anything as of yet. Okay. So I have to go on and find your account, so we can see the status of, of the ID cards as they went out, or- Okay. ... if they still have them. Okay? What's the staff and agency you work for? It is, um... One second. I kind of forgot the name of it. It is, uh, DGSF. Okay. And the last four digits of your social? It is 98... I mean, 9791. Sorry. Mm-hmm. Your first and last name, sir? Zachariah Hoke. Z-e-c-h-a-r-i-a-h, and Hoke, H-o-k-e. All right. Mr. Hoke, for security reasons and just to make sure we are in the com- in the correct file, I need to verify your complete address and date of birth. Okay. Yes. My address is 5390 Pershing Avenue, St. Louis, Missouri. My date of birth is September 9th, 2000. All right. Thank you for the information. Mm-hmm. We have the phone number, um, 314... Actually, that number is missing on a, a digit. 314-48980. What will be the last number? Uh, nine, zero. Nine, zero. Okay. Mm-hmm. Thank you. Yep. All right. So, um, let's see. Okay. So your benefits became effective on the 16th. You should be expecting your ID card, I'm sorry, on the 9th, sometime, um, this week. If you allow me, I could put you in a brief hold and see if they are available to me in the system, and I could send you temporary to your email that we have on file with the c-e-c-h-8-3-1-4@gmail.com? Uh-huh. Yep. All right. Bear with me, sir. Okay. This is Hook. Yep. Thank you for holding. I've proceeded to email you the ID card. Check your spam and junk mail, it might go there. Okay. Now, the medical card, you do not get a physical card. The carrier do not send them. If, um, what I send you is exactly the, the exact one that you're gonna send, they're gonna send you to the, your email. Now, if you need a physical one, uh, we could request one for you. Uh, I mean, yeah, that'll, that'll be cool too if I can get, like, a physical one. Yeah. So but, your dental and vision, you should receive it sometime, uh, the rest... Well, not... I would say maybe tomorrow or the next week. Gotcha. Okay, perfect. Anything else I could do for you? Uh, I guess I have one more question, um, and that question is, like, does the insurance covers like glasses if I went to get some or no? Can you repeat that? I'm so sorry. Uh, my question was, will the, will the insurance cover, like, glasses or no? Oh, okay. For your vision plan? So- Yeah. It... You have a \$10 copay for your eye exam. Then the \$25 for the fitting for the glasses a- and frames, and the insurance gonna give you \$130 towards your frames or glass. Okay, perfect. Perfect. All right, that's all the questions I have. All right, thank you for giving us a call. Happy holidays, sir. Thank you. You as well. Have a good night. Bye-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 Pamela speaking. How may I help you?

Speaker speaker_2: Hello. I was just wondering, like, how do I, um, use my benefits? Because I never received, like, any insurance cards or anything like that.

Speaker speaker_1: Okay. So you're saying y- you haven't received your ID card?

Speaker speaker_2: My, um, insurance card. I mean, I'm not sure if you guys do insurance cards or not, but I haven't received anything as of yet.

Speaker speaker_1: Okay. So I have to go on and find your account, so we can see the status of, of the ID cards as they went out, or-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if they still have them. Okay? What's the staff and agency you work for?

Speaker speaker_2: It is, um... One second. I kind of forgot the name of it. It is, uh, DGSF.

Speaker speaker_1: Okay. And the last four digits of your social?

Speaker speaker_2: It is 98... I mean, 9791. Sorry.

Speaker speaker_1: Mm-hmm. Your first and last name, sir?

Speaker speaker_2: Zachariah Hoke. Z-e-c-h-a-r-i-a-h, and Hoke, H-o-k-e.

Speaker speaker_1: All right. Mr. Hoke, for security reasons and just to make sure we are in the com- in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. Yes. My address is 5390 Pershing Avenue, St. Louis, Missouri. My date of birth is September 9th, 2000.

Speaker speaker_1: All right. Thank you for the information.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We have the phone number, um, 314... Actually, that number is missing on a, a digit. 314-48980. What will be the last number?

Speaker speaker_2: Uh, nine, zero.

Speaker speaker_1: Nine, zero. Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yep.

Speaker speaker_1: All right. So, um, let's see. Okay. So your benefits became effective on the 16th. You should be expecting your ID card, I'm sorry, on the 9th, sometime, um, this week. If you allow me, I could put you in a brief hold and see if they are available to me in the system, and I could send you temporary to your email that we have on file with the c-e-c-h-8-3-1-4@gmail.com?

Speaker speaker_2: Uh-huh. Yep.

Speaker speaker_1: All right. Bear with me, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: This is Hook.

Speaker speaker_3: Yep.

Speaker speaker_1: Thank you for holding. I've proceeded to email you the ID card. Check your spam and junk mail, it might go there.

Speaker speaker_3: Okay.

Speaker speaker_1: Now, the medical card, you do not get a physical card. The carrier do not send them. If, um, what I send you is exactly the, the exact one that you're gonna send, they're gonna send you to the, your email. Now, if you need a physical one, uh, we could request one for you.

Speaker speaker_3: Uh, I mean, yeah, that'll, that'll be cool too if I can get, like, a physical one.

Speaker speaker_1: Yeah. So but, your dental and vision, you should receive it sometime, uh, the rest... Well, not... I would say maybe tomorrow or the next week.

Speaker speaker_3: Gotcha. Okay, perfect.

Speaker speaker_1: Anything else I could do for you?

Speaker speaker_3: Uh, I guess I have one more question, um, and that question is, like, does the insurance covers like glasses if I went to get some or no?

Speaker speaker_1: Can you repeat that? I'm so sorry.

Speaker speaker_3: Uh, my question was, will the, will the insurance cover, like, glasses or no?

Speaker speaker_1: Oh, okay. For your vision plan? So-

Speaker speaker_3: Yeah.

Speaker speaker_1: It... You have a \$10 copay for your eye exam. Then the \$25 for the fitting for the glasses a- and frames, and the insurance gonna give you \$130 towards your frames or glass.

Speaker speaker_3: Okay, perfect. Perfect. All right, that's all the questions I have.

Speaker speaker_1: All right, thank you for giving us a call. Happy holidays, sir.

Speaker speaker_3: Thank you. You as well. Have a good night.

Speaker speaker_1: Bye-bye.

Speaker speaker_3: Bye-bye.