

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Robin McRae. I, um, I don't have my member number in front of me, so I'm not sure how you're gonna look me up. But, uh... Go ahead. Definitely send it. I'm just- Oh. ... waiting for you. I was wondering, I was wondering, um, I never did actually receive a official card in the mail for any of my benefits. Is there a website where I can go and print them out, so I can see like which provider takes my type of insurance? Sure. They have, um, all types of multi-plan. And I could also give you their phone number, and you could find the providers in your area. And you say you never received your ID card? No, ma'am. Okay. Um, may I have the last four digits of your Social and the staffing agency you work for? I work for Mega Force, and the last four of my Social is 9306. 9-3-0-6. Okay. And you say your name is? And my date of birth is May 15th. Robin McRae. Wait one second. And you said that I- So what made you... Go ahead. I'm listening. So last four of my Social, the last four of my Social is 9306. And what made me call- Mm-hmm. ... was I received a text message telling me about open enrollment. Well, open enrollment, um, I believe they're gonna be an open enrollment soon. Let me see. Trying to find your file. Let's see. Yeah, they're gonna be on open enrollment. Um, just let me see if I can find your file first and... M-S-2. Robin. Okay, Ms. Ma-McRae, right? McRae. Yes, ma'am. M-C-R-A-E. Okay. All right. So, let's verify your complete address and date of birth, just to make sure we are in the correct file. My address is 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina, 29512. And my date of birth is May 15th, 1979. Thank you for the information. We have the telephone number on file, 843-260-0516. And your email is- Yes. ... robinmroberts79@life.com? Yes. Okay. Let's see. So the plan that you have, they do not send medical plan, uh, medical card, uh, physical for the medical. But they do send you a digital that probably went to your email, and you only received physical for your dental and vision. Did you receive the dental and vision? No, that's what I'm saying. I didn't get no card for the dental or the vision. Oh, okay. So I don't even know who my providers would be. Okay. So what I could do is, um, email you the ID cards and then request new cards to be sent out to you. Okay. Yeah. So, um, allow me... Let me put you in a brief hold while I look up their information and email it to you. Just bear with me. Okay. Ms. Robin? Yes. Thank you for holding. I proceed to email you the ID card. Um, each ID card is in a, uh, PDF file. Also, you will find the number, and the website where you can find the providers close to you. And the physical ID cards will take seven to 10 days to arrive. Okay. Uh, let me see if I have them. Check your spam and junk mail. It, it's coming in from info@benefitsinacard. Okay. Uh, I'll, I'm driving, so I'll check in a few. Can you hear me? Hello? No problem. Yeah. Can you hear me? Okay. I can hear you now. Oh, okay. It didn't come through yet. Um, it'll probably come through once we get off the phone or whatever, but- Yeah. ... I appreciate your help. All right.

Thank you for giving us a call today. Have a great rest of the day. You do the same. 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 in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. My name is Robin McRae. I, um, I don't have my member number in front of me, so I'm not sure how you're gonna look me up. But, uh...

Speaker speaker_1: Go ahead. Definitely send it. I'm just-

Speaker speaker_2: Oh.

Speaker speaker_1: ... waiting for you.

Speaker speaker_2: I was wondering, I was wondering, um, I never did actually receive a official card in the mail for any of my benefits. Is there a website where I can go and print them out, so I can see like which provider takes my type of insurance?

Speaker speaker_1: Sure. They have, um, all types of multi-plan. And I could also give you their phone number, and you could find the providers in your area. And you say you never received your ID card?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. Um, may I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_2: I work for Mega Force, and the last four of my Social is 9306.

Speaker speaker_1: 9-3-0-6. Okay. And you say your name is?

Speaker speaker_2: And my date of birth is May 15th. Robin McRae.

Speaker speaker_1: Wait one second. And you said that I-

Speaker speaker_2: So what made you...

Speaker speaker_1: Go ahead. I'm listening.

Speaker speaker_2: So last four of my Social, the last four of my Social is 9306. And what made me call-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... was I received a text message telling me about open enrollment.

Speaker speaker_1: Well, open enrollment, um, I believe they're gonna be an open enrollment soon. Let me see. Trying to find your file. Let's see. Yeah, they're gonna be on open enrollment. Um, just let me see if I can find your file first and... M-S-2. Robin. Okay, Ms. Ma-McRae, right? McRae.

Speaker speaker_2: Yes, ma'am. M-C-R-A-E.

Speaker speaker_1: Okay. All right. So, let's verify your complete address and date of birth, just to make sure we are in the correct file.

Speaker speaker_2: My address is 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina, 29512. And my date of birth is May 15th, 1979.

Speaker speaker_1: Thank you for the information. We have the telephone number on file, 843-260-0516. And your email is-

Speaker speaker_2: Yes.

Speaker speaker_1: ... robinmroberts79@life.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see. So the plan that you have, they do not send medical plan, uh, medical card, uh, physical for the medical. But they do send you a digital that probably went to your email, and you only received physical for your dental and vision. Did you receive the dental and vision?

Speaker speaker_2: No, that's what I'm saying. I didn't get no card for the dental or the vision.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: So I don't even know who my providers would be.

Speaker speaker_1: Okay. So what I could do is, um, email you the ID cards and then request new cards to be sent out to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. So, um, allow me... Let me put you in a brief hold while I look up their information and email it to you. Just bear with me.

Speaker speaker_2: Okay.

Speaker speaker_1: Ms. Robin?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you for holding. I proceed to email you the ID card. Um, each ID card is in a, uh, PDF file. Also, you will find the number, and the website where you can find the providers close to you. And the physical ID cards will take seven to 10 days to arrive.

Speaker speaker_2: Okay. Uh, let me see if I have them.

Speaker speaker_1: Check your spam and junk mail. It, it's coming in from info@benefitsinacard.

Speaker speaker_2: Okay. Uh, I'll, I'm driving, so I'll check in a few.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Hello?

Speaker speaker_1: No problem. Yeah. Can you hear me? Okay.

Speaker speaker_2: I can hear you now.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: It didn't come through yet. Um, it'll probably come through once we get off the phone or whatever, but-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... I appreciate your help.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You do the same.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.