

Transcript: Pamela

Blanc-6174217518235648-6078872549376000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey, um, could you, uh, get me my insurance number? Or, you know- What do you work for? Mega, Mega Force. Mega Force? Yes, ma'am. And the last four digits of your social? 5099. Is there a way you could email me, uh, my card? Yes. I need to- Okay. ... get into your account first and then we'll fig- uh, and what's your first and last name? Antwan Thomas. Mr. Thomas- Hello. ... for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 304 Edgbur- Eggsburger, uh, North Carolina, Goldsboro. And, uh, you said my date of birth? Yes. 2/06/21 2002. Um, your ZIP Code 27534? Sorry? Your ZIP Code. Oh, yeah, that's it. That's it. Um, we have a phone number of 509-910-9150-6277. 910... 95... Yep, that's me. And then your, your email is R- RH Don-Rashaun Thomas. Thomas? Yes, ma'am. Okay. I do have it. Could you change that for me, actually? Sure. Uh, let me know what What you need, yeah. ... real quick. Uh, the only difference. Mm-hmm. It's the same email, except it starts with an A. So A-R-H-A-S-H-A-U-N. Okay. Oh, okay. That's all that's changed, the A? Mm-hmm, just the A in the beginning. Okay. Right. Thank you. And you haven't received any of your cards or just the medical? I rec- I received them but I- I- I, I lost all of them except, uh, vision. Okay. Uh... So, uh, we'll go ahead and email all of them. And have you set up online your prescription plan? I don't think so. Okay. I'm gonna send you an email with the instructions on how, how to do it as well. Okay. Can I have one more question? What does my insurance cover? Okay. So for your medical- Mm-hmm. Um, let's see. This, uh, insurance, as I, I don't know if you know, but they are not like major insurance. They already have a- Mm-hmm. ... set amount that they're gonna pay. Anything above- Right. ... that is your responsibility. So- Okay. ... um, if you go to the hospital, let me g- let me look for the benefits so I could give you a good example. Like, more like how much would I have for, uh, like a prescription? Okay. So the prescription plan, after you sign up, um, most of the prescription you don't have to pay extra. Um- Okay. ... and, and the email that I, that I sent you to set up the information, uh, you know, your account, you will be able to go online and check your medication there and you- Okay. ... will be able to see it. Okay. Okay. So again, the email's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. I sent you your medical and dental card. You say you have your vision, right? Mm-hmm. Okay. Yes, ma'am. Is there, is there anything else that I could do for you? Mm-mm. You can let me know. No, that's all. That's all, ma'am. All right. Thank you for giving us a call, and don't forget to check your spam and junk mail. Okay. No, thank you. All right.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, um, could you, uh, get me my insurance number? Or, you know-

Speaker speaker_2: What do you work for?

Speaker speaker_1: Mega, Mega Force.

Speaker speaker_2: Mega Force?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And the last four digits of your social?

Speaker speaker_1: 5099. Is there a way you could email me, uh, my card?

Speaker speaker_2: Yes. I need to-

Speaker speaker_1: Okay.

Speaker speaker_2: ... get into your account first and then we'll fig- uh, and what's your first and last name?

Speaker speaker_1: Antwan Thomas.

Speaker speaker_2: Mr. Thomas-

Speaker speaker_3: Hello.

Speaker speaker_2: ... 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: 304 Edgbur- Eggsburger, uh, North Carolina, Goldsboro. And, uh, you said my date of birth?

Speaker speaker_2: Yes.

Speaker speaker_1: 2/06/21 2002.

Speaker speaker_2: Um, your ZIP Code 27534?

Speaker speaker_1: Sorry?

Speaker speaker_2: Your ZIP Code.

Speaker speaker_1: Oh, yeah, that's it. That's it.

Speaker speaker_2: Um, we have a phone number of 509-910-9150-6277.

Speaker speaker_1: 910... 95... Yep, that's me.

Speaker speaker_2: And then your, your email is R- RH Don-

Speaker speaker_1: Rashaun Thomas.

Speaker speaker_2: Thomas?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. I do have it.

Speaker speaker_1: Could you change that for me, actually?

Speaker speaker_2: Sure. Uh, let me know what

Speaker speaker_4: What you need, yeah.

Speaker speaker_1: ... real quick. Uh, the only difference.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It's the same email, except it starts with an A. So A-R-H-A-S-H-A-U-N.

Speaker speaker_2: Okay. Oh, okay. That's all that's changed, the A?

Speaker speaker_1: Mm-hmm, just the A in the beginning.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Thank you.

Speaker speaker_2: And you haven't received any of your cards or just the medical?

Speaker speaker_1: I rec- I received them but I- I- I, I lost all of them except, uh, vision.

Speaker speaker_2: Okay. Uh... So, uh, we'll go ahead and email all of them. And have you set up online your prescription plan?

Speaker speaker_1: I don't think so.

Speaker speaker_2: Okay. I'm gonna send you an email with the instructions on how, how to do it as well.

Speaker speaker_1: Okay. Can I have one more question? What does my insurance cover?

Speaker speaker_2: Okay. So for your medical-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, let's see. This, uh, insurance, as I, I don't know if you know, but they are not like major insurance. They already have a-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... set amount that they're gonna pay. Anything above-

Speaker speaker_1: Right.

Speaker speaker_2: ... that is your responsibility. So-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, if you go to the hospital, let me g- let me look for the benefits so I could give you a good example.

Speaker speaker_1: Like, more like how much would I have for, uh, like a prescription?

Speaker speaker_2: Okay. So the prescription plan, after you sign up, um, most of the prescription you don't have to pay extra. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and, and the email that I, that I sent you to set up the information, uh, you know, your account, you will be able to go online and check your medication there and you-

Speaker speaker_1: Okay.

Speaker speaker_2: ... will be able to see it. Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: So again, the email's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. I sent you your medical and dental card. You say you have your vision, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Is there, is there anything else that I could do for you?

Speaker speaker_1: Mm-mm.

Speaker speaker_2: You can let me know.

Speaker speaker_1: No, that's all. That's all, ma'am.

Speaker speaker_2: All right. Thank you for giving us a call, and don't forget to check your spam and junk mail.

Speaker speaker_1: Okay. No, thank you.

Speaker speaker_2: All right.