

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, my name is Andricka Williams. I'm calling because I have insurance with you guys through my job, but I never received my, um, medical healthcare card. Okay. And who do you work for? I work for, um, TRC Talent. TRC? Yes. The last four digits of your social? 2845. First and last name? Andricka Williams. Miss William, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 3406 Fernandina Road, that's in Columbia, South Carolina, uh, apartment 207, and that's in Columbia, South Carolina, 29210. And my birthdate is 05/17/1987. Thank you for the information. We have a telephone number on file, 803-463-3876. Correct. And your email is your first name W32@gmail.com? Yes. Okay. What I could do, I could put you in a brief hold and send you copies of your, um, medical card. Your medical card- Okay. ... they only arrive by digital. Okay. If you need a physical one, I could go ahead and request one for you. Yes. I would like a physical one, but you can give me the digital one as well. No problem. I'm gonna put you in a brief hold while I generate the information. Okay. Thank you. Do you have your dental and vision card, ma'am? Yes. It's through CareDenton, right? Mm-hmm. The dental card is through CareDenton, right? Um, it, it's through APL. CareDenton is where you find the providers, um, in the area. Okay. Yes. I have the dental card, but I don't have the, um, the healthcare card. No problem. Just bear with me. Okay. Ma'am, Miss William? Yes, I'm still here. Okay. Thank you for holding. So, I went ahead and emailed you the ID card. I also email you how to register for your, um, prescription plan, PreRx- Okay. ... and your behavioral health 'cause those you have to register online, so whenever you're ready to use them, you already registered and have all the information set. All right? The email- Okay. ... will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. And see. Okay. Is there anything else I could do for you, ma'am? No, ma'am. All right. That's all I needed. That's all. All right. Okay. Thank you for giving us a call today. Have a great rest of the day, ma'am. You, too. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, my name is Andricka Williams. I'm calling because I have insurance with you guys through my job, but I never received my, um, medical healthcare card.

Speaker speaker\_0: Okay. And who do you work for?

Speaker speaker\_1: I work for, um, TRC Talent.

Speaker speaker\_0: TRC?

Speaker speaker\_1: Yes.

Speaker speaker\_0: The last four digits of your social?

Speaker speaker\_1: 2845.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Andricka Williams.

Speaker speaker\_0: Miss William, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: My address is 3406 Fernandina Road, that's in Columbia, South Carolina, uh, apartment 207, and that's in Columbia, South Carolina, 29210. And my birthdate is 05/17/1987.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 803-463-3876.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is your first name W32@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. What I could do, I could put you in a brief hold and send you copies of your, um, medical card. Your medical card-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... they only arrive by digital.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you need a physical one, I could go ahead and request one for you.

Speaker speaker\_1: Yes. I would like a physical one, but you can give me the digital one as well.

Speaker speaker\_0: No problem. I'm gonna put you in a brief hold while I generate the information.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Do you have your dental and vision card, ma'am?

Speaker speaker\_1: Yes. It's through CareDenton, right?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: The dental card is through CareDenton, right?

Speaker speaker\_0: Um, it, it's through APL. CareDenton is where you find the providers, um, in the area.

Speaker speaker\_1: Okay. Yes. I have the dental card, but I don't have the, um, the healthcare card.

Speaker speaker\_0: No problem. Just bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Ma'am, Miss William?

Speaker speaker\_1: Yes, I'm still here.

Speaker speaker\_0: Okay. Thank you for holding. So, I went ahead and emailed you the ID card. I also email you how to register for your, um, prescription plan, PreRx-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and your behavioral health 'cause those you have to register online, so whenever you're ready to use them, you already registered and have all the information set. All right? The email-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. And see. Okay. Is there anything else I could do for you, ma'am?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right.

Speaker speaker\_1: That's all I needed. That's all. All right.

Speaker speaker\_0: Okay. Thank you for giving us a call today. Have a great rest of the day, ma'am.

Speaker speaker\_1: You, too. Thank you.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye.