

Transcript: Pamela

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Full Transcript

You're calling Benefits in a Card ... how may I help you? Yes, this is Amanda Carver. Um, I'm with EMI Staffing, and they gave me this number to be added to your Benefits on a Cards. And who do you work for? Uh, I work for ADT but I'm, but it's through EMI, just through EMI Temp Staff. MI? EMI. Give me one second. All right. Ms. Carver, uh, can you provide me with the last four digits of your Social so I could put up your file? Yeah, it's 9256. Thank you. All right. Ms. Carver, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 5078 Highway 17. No, 5078 Mississippi Highway 17, Carrollton, Mississippi 38917. Thank you. And we have off phone number of 5662-457-7947 and your email is your last name, nandy747@gmail.com. Yes, uh-huh. Okay. So I see that you are enrolled in the VIP Standard and Vision, the benefits- I'm enrolled with Ben- Benefits in a Card. Yes. W- um, yeah, we are the administrator for the health insurance for Temp Staff. Um, so you are enrolled in the Medical and Vision? Let's see here. I was trying to ... the medication, and it was 8... It was going to be 800-and-something dollars. That was with my insurance card and with the coupon. Okay. And you got your ma- your ID card from us? Um, I haven't been checking my mail yet. I haven't checked my mail to see if my benefits card is in there. I don't think... Uh, uh, I do not think you have a medica- um, a card yet with us because your benefits became effective last week on, on the 7th. So the ID card does take about seven to 10 days to arrive. Um, it will go to your email. Okay. And... So is that gonna help me out on getting my medication? Well, as right now, uh, I don't see they... Well, your benefits became effective last week, but this week it's not showing active. Did you work th- last week or the week before? Did I work? Yes. Yes. Because we haven't received the premium from the employer. Um, just bear with me, ma'am. Just give me one second. Let me verify some information.

Conversation Format

Speaker speaker_0: You're calling Benefits in a Card ... how may I help you?

Speaker speaker_1: Yes, this is Amanda Carver. Um, I'm with EMI Staffing, and they gave me this number to be added to your Benefits on a Cards.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Uh, I work for ADT but I'm, but it's through EMI, just through EMI Temp Staff.

Speaker speaker_0: MI?

Speaker speaker_1: EMI.

Speaker speaker_0: Give me one second. All right. Ms. Carver, uh, can you provide me with the last four digits of your Social so I could put up your file?

Speaker speaker_1: Yeah, it's 9256.

Speaker speaker_0: Thank you. All right. Ms. Carver, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: My address is 5078 Highway 17. No, 5078 Mississippi Highway 17, Carrollton, Mississippi 38917.

Speaker speaker_0: Thank you. And we have off phone number of 5662-457-7947 and your email is your last name, nandy747@gmail.com.

Speaker speaker_1: Yes, uh-huh.

Speaker speaker_0: Okay. So I see that you are enrolled in the VIP Standard and Vision, the benefits-

Speaker speaker_1: I'm enrolled with Ben- Benefits in a Card.

Speaker speaker_0: Yes. W- um, yeah, we are the administrator for the health insurance for Temp Staff. Um, so you are enrolled in the Medical and Vision? Let's see here.

Speaker speaker_1: I was trying to ... the medication, and it was 8... It was going to be 800-and-something dollars. That was with my insurance card and with the coupon.

Speaker speaker_0: Okay. And you got your ma- your ID card from us?

Speaker speaker_1: Um, I haven't been checking my mail yet. I haven't checked my mail to see if my benefits card is in there.

Speaker speaker_0: I don't think... Uh, uh, I do not think you have a medica- um, a card yet with us because your benefits became effective last week on, on the 7th. So the ID card does take about seven to 10 days to arrive. Um, it will go to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: And...

Speaker speaker_1: So is that gonna help me out on getting my medication?

Speaker speaker_0: Well, as right now, uh, I don't see they... Well, your benefits became effective last week, but this week it's not showing active. Did you work th- last week or the week before?

Speaker speaker_1: Did I work?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes.

Speaker speaker_0: Because we haven't received the premium from the employer. Um, just bear with me, ma'am. Just give me one second. Let me verify some information.