

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, and who have the pleasure of speaking with? Uh, hi. This is Jonathan Schwack. And how can I assist you? Uh, so I signed up for, uh, Benefits in a Card, uh, about, uh, I believe it was in December. Um, and I'm still actually not clear on how to access or use my, my benefits and coverage. Okay. And what's the name of the staff agency you work for? Oxford. And the last four digits of your Social? 4087. I need to verify your address and date of birth. Uh, address is, um, uh, 30... Sorry, 26 New Derby Street. Uh, if I'm not- I have a different address on file. I'm sorry? I have a different address on file. Uh, give me my old address, which is, um, 39 Ocean Avenue. There we go. Right. And your date of birth? Uh, April 29th, 1988. Okay. And have you found your route is 978-223-7718? That's correct. And I have your email address as jmcyon@gmail.com? That's correct. All righty. So you are active and you have your Insurance Plus-Enhanced and dental. Yeah. And have you received... Um, I'm pretty sure you didn't receive your dental card, correct? I have not. Yeah, we... 'Cause that, that, that actually we do have is wrong. So what is your current address? Uh, current address is 26 New Derby Street, and that's, um, Apartment 303. Okay. And, uh, did you receive your medical to your email? Um, I really haven't received any, any sort of numbers, anything that I can really give to, um, a, a healthcare provider. Okay. No worries. So what I'm gonna do is I'm gonna send you copies of both those cards to your email. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. And then on those two cards, there are phone numbers if you find a provider, and you'll be able to find providers in your area that accept the insurance coverage. Um, and then as far as your dental, your preventative visits are covered at 100%, which is your basic cleaning and checkup once per six months. X-rays, non-surgical extractions, and fillings are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered. Great. Thank you. And then if you'd like, I can send you also a copy of the benefit guide, and that'll show you your coverage for your medical. Sounds good. All right. Do you have any other questions? Uh, no. Really just, uh, need my cards and I'll be good to go. Thank you. All right. Would you like me to send your physicals to your new- to your updated address? Or with those virtual copies is fine? Uh, if you could send physical cards as well, that'd be amazing. All righty. I'll go ahead and get those sent to you. Those will take seven to 10 bus- seven to 10 business days. All right. So I'll definitely get that request sent out to you as well. Great. Thank you. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, and who have the pleasure of speaking with?

Speaker speaker_1: Uh, hi. This is Jonathan Schwack.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, so I signed up for, uh, Benefits in a Card, uh, about, uh, I believe it was in December. Um, and I'm still actually not clear on how to access or use my, my benefits and coverage.

Speaker speaker_0: Okay. And what's the name of the staff agency you work for?

Speaker speaker_1: Oxford.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 4087.

Speaker speaker_0: I need to verify your address and date of birth.

Speaker speaker_1: Uh, address is, um, uh, 30... Sorry, 26 New Derby Street. Uh, if I'm not-

Speaker speaker_0: I have a different address on file.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I have a different address on file.

Speaker speaker_1: Uh, give me my old address, which is, um, 39 Ocean Avenue.

Speaker speaker_0: There we go.

Speaker speaker_1: Right.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, April 29th, 1988.

Speaker speaker_0: Okay. And have you found your route is 978-223-7718?

Speaker speaker_1: That's correct.

Speaker speaker_0: And I have your email address as jmcyon@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All righty. So you are active and you have your Insurance Plus-Enhanced and dental.

Speaker speaker_1: Yeah.

Speaker speaker_0: And have you received... Um, I'm pretty sure you didn't receive your dental card, correct?

Speaker speaker_1: I have not.

Speaker speaker_0: Yeah, we... 'Cause that, that, that actually we do have is wrong. So what is your current address?

Speaker speaker_1: Uh, current address is 26 New Derby Street, and that's, um, Apartment 303.

Speaker speaker_0: Okay. And, uh, did you receive your medical to your email?

Speaker speaker_1: Um, I really haven't received any, any sort of numbers, anything that I can really give to, um, a, a healthcare provider.

Speaker speaker_0: Okay. No worries. So what I'm gonna do is I'm gonna send you copies of both those cards to your email. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. And then on those two cards, there are phone numbers if you find a provider, and you'll be able to find providers in your area that accept the insurance coverage. Um, and then as far as your dental, your preventative visits are covered at 100%, which is your basic cleaning and checkup once per six months. X-rays, non-surgical extractions, and fillings are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered.

Speaker speaker_1: Great. Thank you.

Speaker speaker_0: And then if you'd like, I can send you also a copy of the benefit guide, and that'll show you your coverage for your medical.

Speaker speaker_1: Sounds good.

Speaker speaker_0: All right. Do you have any other questions?

Speaker speaker_1: Uh, no. Really just, uh, need my cards and I'll be good to go. Thank you.

Speaker speaker_0: All right. Would you like me to send your physicals to your new- to your updated address? Or with those virtual copies is fine?

Speaker speaker_1: Uh, if you could send physical cards as well, that'd be amazing.

Speaker speaker_0: All righty. I'll go ahead and get those sent to you. Those will take seven to 10 bus- seven to 10 business days.

Speaker speaker_1: All right.

Speaker speaker_0: So I'll definitely get that request sent out to you as well.

Speaker speaker_1: Great. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.