

Transcript: VICTORIA

Taylor-5278959065153536-5171091034914816

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I'm just trying to get all of my, uh, m- m- medical benefits information, like my, what do you call it? Uh, like my number or whatever, so I can give to the doctor. Your ID card? Uh, the, the number's on it. I don't have the card and I don't think I ever have, so I'm just trying to get that information. What's the name of the agency you work for? Doherty. And the last four of your Social? Of mine? 6322. Do you mind verifying your address and date of birth? Uh, 10-28-94, uh, 3325 South 10th Street, Grand Forks, North Dakota 58203. Okay. It looks like I have 3435 South 10th Street. Oh. Is that right? I guess I haven't... Yeah, that's where I lived before. I just, I guess I haven't called them since. Okay. And is your first name Zachary, last name is Human? Yep. All right. Phone number 701-610-3569? Yep. Okay. And then email is zachary.x.human@gmail.com? Correct. Okay. Um, let me look up your ID cards really quick and I will be right back. Sounds good. All right. Thank you so much for holding. So I just sent you copies of your ID cards to your email address. I did notice that your first name was spelled incorrectly, so I'm gonna have to have those updated and re-sent to you. Um, and then once I get the updated copies, I will re-send them. But, uh, do you have any, like, upcoming appointments? Yes. Okay. When are, when is the appointment? Wednesday. Wednesday. Okay. I will make a note of that and see if we can get your first name updated by then. Wait. Okay. How did... Did, did I put that in there wrong or...? Um, I... Let me see. No, I don't think you did it. I think it was done when your file was created. Yeah. So, um, like I said, I'm gonna go ahead and get it updated on my end and let them know that you have an appointment upcoming on Wednesday so we can get that up to date. Uh, you shou-... If anything, you can always have your providers call us to verify your coverage on our end. You would just give them the same phone number and we can verify that we're in the process of updating your first name. Uh, so one of them is fine and it's for my- Yeah, that makes sense. ... vision, and that's the appointment that I have on Wednesday. Okay. So I can use that one and that will be fine? Yeah. There should be no problem with it. The medical and the dental is the ones I have to have updated. All righty. Sounds good. Yes, sir. Was there anything else you might need help with? No, I think that's it. All right. You have a wonderful day. Thank you. You as well. Thank you. Buh-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi. I'm just trying to get all of my, uh, m- m- medical benefits information, like my, what do you call it? Uh, like my number or whatever, so I can give to the doctor.

Speaker speaker_0: Your ID card?

Speaker speaker_1: Uh, the, the number's on it. I don't have the card and I don't think I ever have, so I'm just trying to get that information.

Speaker speaker_0: What's the name of the agency you work for?

Speaker speaker_1: Doherty.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Of mine? 6322.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 10-28-94, uh, 3325 South 10th Street, Grand Forks, North Dakota 58203.

Speaker speaker_0: Okay. It looks like I have 3435 South 10th Street.

Speaker speaker_1: Oh.

Speaker speaker_0: Is that right?

Speaker speaker_1: I guess I haven't... Yeah, that's where I lived before. I just, I guess I haven't called them since.

Speaker speaker_0: Okay. And is your first name Zachary, last name is Human?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. Phone number 701-610-3569?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then email is zachary.x.human@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, let me look up your ID cards really quick and I will be right back.

Speaker speaker_1: Sounds good.

Speaker speaker_0: All right. Thank you so much for holding. So I just sent you copies of your ID cards to your email address. I did notice that your first name was spelled incorrectly, so I'm gonna have to have those updated and re-sent to you. Um, and then once I get the updated copies, I will re-send them. But, uh, do you have any, like, upcoming appointments?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. When are, when is the appointment?

Speaker speaker_1: Wednesday.

Speaker speaker_0: Wednesday. Okay. I will make a note of that and see if we can get your first name updated by then.

Speaker speaker_1: Wait. Okay. How did... Did, did I put that in there wrong or...?

Speaker speaker_0: Um, I... Let me see. No, I don't think you did it. I think it was done when your file was created. Yeah. So, um, like I said, I'm gonna go ahead and get it updated on my end and let them know that you have an appointment upcoming on Wednesday so we can get that up to date. Uh, you shou-... If anything, you can always have your providers call us to verify your coverage on our end. You would just give them the same phone number and we can verify that we're in the process of updating your first name.

Speaker speaker_1: Uh, so one of them is fine and it's for my-

Speaker speaker_0: Yeah, that makes sense.

Speaker speaker_1: ... vision, and that's the appointment that I have on Wednesday.

Speaker speaker_0: Okay.

Speaker speaker_1: So I can use that one and that will be fine?

Speaker speaker_0: Yeah. There should be no problem with it. The medical and the dental is the ones I have to have updated.

Speaker speaker_1: All righty. Sounds good.

Speaker speaker_0: Yes, sir. Was there anything else you might need help with?

Speaker speaker_1: No, I think that's it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_0: Thank you. Buh-bye.

Speaker speaker_1: Bye.