

Transcript: VICTORIA

Taylor-6680488639250432-4600487517405184

Full Transcript

Thank you for calling Benefits in a Card. Hi, um, this is Colleen Lynn. Hello? How can I help you? Can you hear me? Sorry. It's not - Hi. How can I help you? Um, I... My company has just switched over to Benefits in a card, and I'm waiting on my actual physical card to come in. Um, I need to go to the hospital right now. And, um, would it be possible to get an electronic, uh, copy of my card? Um, let me try and pull up your file. What's the name of the agency you work for? Noor Staffing Company. N-O-O-R. And the last four of your Social? 0914. Okay. And I'm sorry, your first and last name again? Sure. It's Colleen Lynn. Gotcha. Lynn as in Ellen. Would you mind, uh- I'm sorry? ... if you don't mind, uh, verifying your address and date of birth? Sure. It should be 1385 York Avenue, Apartment 6D in, uh, New York, New York, 10021. And my date of birth is July 5th, 1995. Phone number is 609-495-5741? Yes. Okay. And then email is gonna be your first name, last name, official at Gmail? Yes. Okay. Give me just a few seconds. Okay. Okay. So it looks like unfortunately I do not have access to your ID cards or policy information at this time. Um... Sure. So, with that being said, I do see that your coverage is currently active for this week, so you can definitely have the hospital call us to verify that your coverage is active. Okay. Um, but we still wouldn't be able to provide any policy information because we haven't received that from the insurance carriers just yet. Oh, okay. Um, there might be a possibility that you may have to pay out of pocket for the, uh, visit and then submit a claim with the... Um, and then what I can do on my end is go ahead and see what's going on with your policy information and try to get that for you. Okay. That would be great. Um, uh, um, would it, would it be okay to email me if, if you find out any information? So I'll more than likely be following up with you by phone, um, and unfortunately it's... it wouldn't be by tonight. Um, I don't know if you're having, like, a, an emergency situation, um, but I know it... most... the majority of our company has left for the evening. We typically close at 8:00 PM. Um- Okay. So with a follow-up, it can take anywhere from 24 to 48 business hours. But as soon as I get a response on what's going on with your policy information and I have access to that, I'll give you a call back from there. Okay. Okay. Um, you do have to pay out of pocket for your, um, visit. Make sure to save the receipts and then, um, once you get that done, you can then reach out to the insurance carrier and file, file a claim with them. Okay. All right. Thank you so much. Yes, ma'am. But I will definitely try to get a rush on this and get that policy information for you as soon as I can. Okay, thank you. You're welcome. You have a wonderful day. You too. Have a great night. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card.

Speaker speaker_1: Hi, um, this is Colleen Lynn. Hello?

Speaker speaker_0: How can I help you?

Speaker speaker_1: Can you hear me? Sorry. It's not -

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: Um, I... My company has just switched over to Benefits in a card, and I'm waiting on my actual physical card to come in. Um, I need to go to the hospital right now. And, um, would it be possible to get an electronic, uh, copy of my card?

Speaker speaker_0: Um, let me try and pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Noor Staffing Company. N-O-O-R.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0914.

Speaker speaker_0: Okay. And I'm sorry, your first and last name again?

Speaker speaker_1: Sure. It's Colleen Lynn.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Lynn as in Ellen.

Speaker speaker_0: Would you mind, uh-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: ... if you don't mind, uh, verifying your address and date of birth?

Speaker speaker_1: Sure. It should be 1385 York Avenue, Apartment 6D in, uh, New York, New York, 10021. And my date of birth is July 5th, 1995.

Speaker speaker_0: Phone number is 609-495-5741?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be your first name, last name, official at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So it looks like unfortunately I do not have access to your ID cards or policy information at this time. Um...

Speaker speaker_1: Sure.

Speaker speaker_0: So, with that being said, I do see that your coverage is currently active for this week, so you can definitely have the hospital call us to verify that your coverage is active.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but we still wouldn't be able to provide any policy information because we haven't received that from the insurance carriers just yet.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, there might be a possibility that you may have to pay out of pocket for the, uh, visit and then submit a claim with the... Um, and then what I can do on my end is go ahead and see what's going on with your policy information and try to get that for you.

Speaker speaker_1: Okay. That would be great. Um, uh, um, would it, would it be okay to email me if, if you find out any information?

Speaker speaker_0: So I'll more than likely be following up with you by phone, um, and unfortunately it's... it wouldn't be by tonight. Um, I don't know if you're having, like, a, an emergency situation, um, but I know it... most... the majority of our company has left for the evening. We typically close at 8:00 PM. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: So with a follow-up, it can take anywhere from 24 to 48 business hours. But as soon as I get a response on what's going on with your policy information and I have access to that, I'll give you a call back from there.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, you do have to pay out of pocket for your, um, visit. Make sure to save the receipts and then, um, once you get that done, you can then reach out to the insurance carrier and file, file a claim with them.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: Yes, ma'am. But I will definitely try to get a rush on this and get that policy information for you as soon as I can.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Have a great night. Bye-bye.

Speaker speaker_0: Bye.