

Transcript: Estefania

Acevedo-5649172303659008-4872174870413312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, I, my name is James Stott. Sorry? I don't have my insurance card. My name is James Stott. My name is James Stott. Okay. How can I help you? I've not received... I've not received my insurance card yet, email yet. Ooh, I'm sorry. I'm having trouble hearing you. Can you repeat that for me? I said my name is James Stott. I've not received my insurance card yet. Okay. How can I help you, James? I need my insurance card. Okay. And then, um, what staffing agency are you with? MAU. And what are the last four of your Social? 5740. For security purposes, I need you to verify your address as well as your date of birth for me. It is 105 Lyman Avenue, Duncan, South Carolina, 29334. That's on my opinion. Go ahead. Get back on. Ma'am? Hello? Ma'am? Hello? Hello? Hello? I'm here. Can you hear... Hello? Can you hear me? I, I can hear you fine. Sorry, I'm sorry. What happened there... Um, I was informing you that we have a different address on file. We don't have the address you just gave me. So I was asking you- What? ... if you recently moved. I've been here since, I've been here since day one. So I don't have the address you just gave me. Why on Earth did I give you? I, I just have to put that on my- You said 105- ... Lyman Avenue. Yep. That's not the address I have on your file. So I do need you to verify the correct address. If you don't remember the f- the correct address on file, then you could verify your full Social. Your a- your date of birth is correct, but not that address that you provided. Wait. But ma- ma- ma- ma- am I putting my old address in there? Okay. Is that what it says? 'Cause it's on my license. 35664 Peel Road. Okay. In Kershaw, South Carolina. Okay. Yeah. So that's the address I have on file. Would you like me to update it? That's the, that's the one. That's... Yeah, that's the wrong one. I put, I put the right one... I put the right one on my application numbers. My license has 2077. My license has that, has that address on my license. Okay. I can update it. Okay. Is 105 Lyman Avenue, was it the same city? Yes. No, Duncan. Duncan? 29334. Okay. Thank you. I don't know why they put my old address for, 'cause it was on my, it was on my licenses. Yeah, but I got my license changed over last month. Okay. But my application is right, though. Is your phone number- Go ahead. Is your phone number still 865-240-1782? Yes, ma'am. And then I have JS810788 at gmail.com. Is that up-to-date? Yeah. Yes, ma'am. Okay. All right. Give me one second while I review your account. It's all working. Last time I go to get my eyes examined done to get my, get my esthetician's glasses that work and I got to have my insurance card f- to, to do the exam. Okay. So it looks like you don't have any active coverage. Oh, okay. Um, they gave you a call on October 10th to ask if you wanted to be enrolled, but we never received a call back. No, and I said, and I said yes. And I said yes. So we never received a call back. And then you would also, you would have been, you would have selected different, like, plans 'cause they offer different plans, not just- Oh, okay. ... particular ones. Um, at the moment, you wouldn't

be eligible to enroll either because you're outside your personal open enrollment, which is the first 30 days of receiving your first check. It looked like your deadline was on November 23rd and then... But you could enroll within the company's company open enrollment period, which I can check to see what month that falls in for MAU. Is that something that you want me to look for? So I can look for- No, thank you. No? Okay. I'm sorry.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, I, my name is James Stott.

Speaker speaker_1: Sorry?

Speaker speaker_2: I don't have my insurance card. My name is James Stott. My name is James Stott.

Speaker speaker_1: Okay. How can I help you?

Speaker speaker_2: I've not received... I've not received my insurance card yet, email yet.

Speaker speaker_1: Ooh, I'm sorry. I'm having trouble hearing you. Can you repeat that for me?

Speaker speaker_2: I said my name is James Stott. I've not received my insurance card yet.

Speaker speaker_1: Okay. How can I help you, James?

Speaker speaker_2: I need my insurance card.

Speaker speaker_1: Okay. And then, um, what staffing agency are you with?

Speaker speaker_2: MAU.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 5740.

Speaker speaker_1: For security purposes, I need you to verify your address as well as your date of birth for me.

Speaker speaker_2: It is 105 Lyman Avenue, Duncan, South Carolina, 29334. That's on my opinion.

Speaker speaker_1: Go ahead.

Speaker speaker_2: Get back on. Ma'am? Hello? Ma'am? Hello? Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: I'm here.

Speaker speaker_1: Can you hear... Hello? Can you hear me?

Speaker speaker_2: I, I can hear you fine.

Speaker speaker_1: Sorry, I'm sorry. What happened there... Um, I was informing you that we have a different address on file. We don't have the address you just gave me. So I was asking you-

Speaker speaker_2: What?

Speaker speaker_1: ... if you recently moved.

Speaker speaker_2: I've been here since, I've been here since day one.

Speaker speaker_1: So I don't have the address you just gave me.

Speaker speaker_2: Why on Earth did I give you? I, I just have to put that on my-

Speaker speaker_1: You said 105-

Speaker speaker_2: ... Lyman Avenue.

Speaker speaker_1: Yep. That's not the address I have on your file. So I do need you to verify the correct address. If you don't remember the f- the correct address on file, then you could verify your full Social. Your a- your date of birth is correct, but not that address that you provided.

Speaker speaker_2: Wait. But ma- ma- ma- ma- am I putting my old address in there?

Speaker speaker_1: Okay. Is that what it says?

Speaker speaker_2: 'Cause it's on my license. 35664 Peel Road.

Speaker speaker_1: Okay.

Speaker speaker_2: In Kershaw, South Carolina.

Speaker speaker_1: Okay. Yeah. So that's the address I have on file. Would you like me to update it?

Speaker speaker_2: That's the, that's the one. That's... Yeah, that's the wrong one. I put, I put the right one... I put the right one on my application numbers. My license has 2077. My license has that, has that address on my license.

Speaker speaker_1: Okay. I can update it. Okay. Is 105 Lyman Avenue, was it the same city?

Speaker speaker_2: Yes. No, Duncan.

Speaker speaker_1: Duncan?

Speaker speaker_2: 29334.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: I don't know why they put my old address for, 'cause it was on my, it was on my licenses. Yeah, but I got my license changed over last month.

Speaker speaker_1: Okay.

Speaker speaker_2: But my application is right, though.

Speaker speaker_1: Is your phone number-

Speaker speaker_2: Go ahead.

Speaker speaker_1: Is your phone number still 865-240-1782?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have JS810788 at gmail.com. Is that up-to-date?

Speaker speaker_2: Yeah. Yes, ma'am.

Speaker speaker_1: Okay. All right. Give me one second while I review your account.

Speaker speaker_2: It's all working. Last time I go to get my eyes examined done to get my, get my esthetician's glasses that work and I got to have my insurance card f- to, to do the exam.

Speaker speaker_1: Okay. So it looks like you don't have any active coverage.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, they gave you a call on October 10th to ask if you wanted to be enrolled, but we never received a call back.

Speaker speaker_2: No, and I said, and I said yes. And I said yes.

Speaker speaker_1: So we never received a call back. And then you would also, you would have been, you would have selected different, like, plans 'cause they offer different plans, not just-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... particular ones. Um, at the moment, you wouldn't be eligible to enroll either because you're outside your personal open enrollment, which is the first 30 days of receiving your first check. It looked like your deadline was on November 23rd and then... But you could enroll within the company's company open enrollment period, which I can check to see what month that falls in for MAU. Is that something that you want me to look for? So I can look for-

Speaker speaker_2: No, thank you.

Speaker speaker_1: No? Okay. I'm sorry.