

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the assistance acquire. My name is Stephanie. How can I assist you? Yes, I was trying to see about a quarter or something. I really don't know. I just work, um, with Bosch and they gave me this number for the dental plan. I'm sorry, I'm having trouble hearing you. Um, I, I think you said that you worked with Bosch? Okay. Hello? Yes, now I can hear you better. I think. Yeah. Um, could you repeat that for me? I'm sorry. Um, I said I was calling because I work with Bosch and I wa- they gave me this number to call about, I don't know if I was supposed to call for a cord or something. I'm not 100% sure, but I know I signed up for the dental plan. Gotcha. Okay. So we're the healthcare administrators. Um, so I would be able to look to see what benefits you're enrolled into. If you're looking into enrolling, I could help you do that. Uh, what staff and agency did you apply with though? MAU. MAU? Okay, thank you. And then what are the last four of your social? 2259. Thank you. And your first and last name? Tanya DeRosa. What was that last name? Are you- DeRosa. ... certain you are? Yes. Okay, thank you. For security purposes, could you please verify your address as well as your date of birth for me? 312 Lake Shore Drive, Southbridge, Georgia, 30281, 06262003. Okay, thank you. Is your phone number still listed 787777012? It is. And then I have your first name, thirteen, @gmail.com as your email on file. Yes. Is that still up-to-date? Okay. Um, were they telling you to call or were you inquiring something? I do see that you're enrolled into the dental plan and you do have active coverage. Did you want me to send you your card or did you- Yes. ... have any questions? Okay. I can- I wanted to see if you could send me the card. Okay. Did you never e- you never got your physical one by any chance? No, I never got anything. I just know they keep taking, like, \$60 out of my check every time I get paid and I haven't used the dental plan at all yet. So, and she was like, to cancel it I would have to wait until the, um, um, I guess they do like a certain, you know, renewal or something like that. But I do need it, but I need to use it if it's gonna be getting took outta my check every week. Yeah. Okay. Yeah. Okay. Yeah. I can help you. Um, do you mind getting put in a brief hold while I email you your card and put that request in? And is that a good address to send the card to, the 312 Lake Shore Drive? Yes, it is. Okay. Yeah. I'm gonna put you in a brief hold and I'll be right back. Okay. Thank you for your hold. So... ahead and sent you that to your email file. I don't know if you wanna double-check, just to verify that you did indeed receive it. I'm sorry? Um, I went ahead and sent you that to your email file. I don't know if you could check to see if you indeed received it from an email that says info@benefitsinacard.com. Yes, I see it. Okay. So that has your, um, card attached to it. I went ahead and submitted a request for you to receive your physical dental card, and then that email also has the provider's phone numbers. Um, and is there a certain place I can use it? Um, so that... Uh, if you open your email, it gives you the access to the carrier's, um, number, so you could find providers that take that dental

insurance. Okay, thank you. You're welcome. Did you have any more questions, though? No, that will be all. Okay. Have a nice day. You do the same. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the assistance acquire. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, I was trying to see about a quarter or something. I really don't know. I just work, um, with Bosch and they gave me this number for the dental plan.

Speaker speaker_0: I'm sorry, I'm having trouble hearing you. Um, I, I think you said that you worked with Bosch? Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, now I can hear you better. I think. Yeah. Um, could you repeat that for me? I'm sorry.

Speaker speaker_1: Um, I said I was calling because I work with Bosch and I wa- they gave me this number to call about, I don't know if I was supposed to call for a cord or something. I'm not 100% sure, but I know I signed up for the dental plan.

Speaker speaker_0: Gotcha. Okay. So we're the healthcare administrators. Um, so I would be able to look to see what benefits you're enrolled into. If you're looking into enrolling, I could help you do that. Uh, what staff and agency did you apply with though?

Speaker speaker_1: MAU.

Speaker speaker_0: MAU? Okay, thank you. And then what are the last four of your social?

Speaker speaker_1: 2259.

Speaker speaker_0: Thank you. And your first and last name?

Speaker speaker_1: Tanya DeRosa.

Speaker speaker_0: What was that last name? Are you-

Speaker speaker_1: DeRosa.

Speaker speaker_0: ... certain you are?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_1: 312 Lake Shore Drive, Southbridge, Georgia, 30281, 06262003.

Speaker speaker_0: Okay, thank you. Is your phone number still listed 787777012?

Speaker speaker_1: It is.

Speaker speaker_0: And then I have your first name, thirteen, @gmail.com as your email on file.

Speaker speaker_1: Yes.

Speaker speaker_0: Is that still up-to-date? Okay. Um, were they telling you to call or were you inquiring something? I do see that you're enrolled into the dental plan and you do have active coverage. Did you want me to send you your card or did you-

Speaker speaker_1: Yes.

Speaker speaker_0: ... have any questions? Okay. I can-

Speaker speaker_1: I wanted to see if you could send me the card.

Speaker speaker_0: Okay. Did you never e- you never got your physical one by any chance?

Speaker speaker_1: No, I never got anything. I just know they keep taking, like, \$60 out of my check every time I get paid and I haven't used the dental plan at all yet. So, and she was like, to cancel it I would have to wait until the, um, um, I guess they do like a certain, you know, renewal or something like that. But I do need it, but I need to use it if it's gonna be getting took outta my check every week.

Speaker speaker_0: Yeah. Okay. Yeah. Okay. Yeah. I can help you. Um, do you mind getting put in a brief hold while I email you your card and put that request in? And is that a good address to send the card to, the 312 Lake Shore Drive?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. Yeah. I'm gonna put you in a brief hold and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you for your hold. So... ahead and sent you that to your email file. I don't know if you wanna double-check, just to verify that you did indeed receive it.

Speaker speaker_2: I'm sorry?

Speaker speaker_0: Um, I went ahead and sent you that to your email file. I don't know if you could check to see if you indeed received it from an email that says info@benefitsinacard.com.

Speaker speaker_2: Yes, I see it.

Speaker speaker_0: Okay. So that has your, um, card attached to it. I went ahead and submitted a request for you to receive your physical dental card, and then that email also has the provider's phone numbers.

Speaker speaker_2: Um, and is there a certain place I can use it?

Speaker speaker_0: Um, so that... Uh, if you open your email, it gives you the access to the carrier's, um, number, so you could find providers that take that dental insurance.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: You're welcome. Did you have any more questions, though?

Speaker speaker_2: No, that will be all.

Speaker speaker_0: Okay. Have a nice day.

Speaker speaker_2: You do the same.

Speaker speaker_0: Thank you.