

## **Transcript: Francesca**

**Baez-4582683144536064-5365315818143744**

### **Full Transcript**

People calling Benefits and Accommodates, I'm Francesca. How can I help you? Um, yeah, hi. I just barely, uh, started getting my benefits through you guys, and I haven't got my rec-my, my, uh, I haven't received, received my card yet but I was wondering what dental, uh, insurance do you guys go through? So we only administer the benefits, we don't own them or offer them. But the carrier for the dental plan that all the staffing companies offer is American Public Life and they go through the Carrington Network. Yeah, American Public Life and Carrington Network? Yes, sir. They also go by APL as an acronym. APL and then the Carrington Network? Yes, sir. Awesome. I'm just trying to figure out, uh, Carrington Network, just trying to figure out what I'm covered and everything. I'll give you guys a call back. I'm at work right now but I was just, uh, trying to, 'cause I, I got my tooth knocked out yesterday so I'm trying to see what, what you guys cover. Understood. I would recommend speaking with American Public Life, 'cause if you want a s- specific coverage explanation, like this procedure will be covered, this will not, you'll have to speak with APL about it. If you're writing it down- Okay. ... I can give you their phone number. Yeah, please. 800- 800- 256- 256. 8606. 8606. Okay, uh, okay. Thank you. And then, um, as far as my, my card, uh, do you know when it'll be, uh, sent to me? I'll have to get into your account to see what the status of your specific account is. What staffing company do you work with? Uh, Doherty. What are the last four of their social? Uh, 8550. And the last name? Uh, Lawrence. L-A-U- All right, and lastly, can you verify your mailing address and date of birth to make sure I have the right account? Um, yeah, it's, uh, 3102 Northeast 103rd Place. And then what was the other one? Um, it was your date of birth but it looks like we have a different address on file. Okay. Uh, the address might be 123 West Burnside. Yes, sir. And then, uh, my date of birth is 3/30/'94. I have best contact 971-331-0908, with the email of last name, first name, 721 at gmail.com? Yes. So your coverage is not active yet. We're still waiting on the activation payment to come. That's the reason why you haven't gotten the benefit card. Okay. Um, so it just, uh, it got taken out of my paycheck, um, this pay period. Um, do you know, like, about how long? So it should be active in next Monday, next week. Um, we receive the payments anywhere between Monday to Wednesday. That benefit card or policy information will be available after Wednesday, I believe it is, when we get access to digital copies of them. 'Cause otherwise, it is gonna take 24 to 48 hours for the front office to provide a policy number. Okay, thank you. Of course. Was there anything else I can help you with today? Uh, no, that was all. Thank you. Have a great day and thank you for your time today. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: People calling Benefits and Accommodates, I'm Francesca. How can I help you?

Speaker speaker\_1: Um, yeah, hi. I just barely, uh, started getting my benefits through you guys, and I haven't got my rec- my, my, uh, I haven't received, received my card yet but I was wondering what dental, uh, insurance do you guys go through?

Speaker speaker\_0: So we only administer the benefits, we don't own them or offer them. But the carrier for the dental plan that all the staffing companies offer is American Public Life and they go through the Carrington Network.

Speaker speaker\_1: Yeah, American Public Life and Carrington Network?

Speaker speaker\_0: Yes, sir. They also go by APL as an acronym.

Speaker speaker\_1: APL and then the Carrington Network?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Awesome. I'm just trying to figure out, uh, Carrington Network, just trying to figure out what I'm covered and everything. I'll give you guys a call back. I'm at work right now but I was just, uh, trying to, 'cause I, I got my tooth knocked out yesterday so I'm trying to see what, what you guys cover.

Speaker speaker\_0: Understood. I would recommend speaking with American Public Life, 'cause if you want a s- specific coverage explanation, like this procedure will be covered, this will not, you'll have to speak with APL about it. If you're writing it down-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I can give you their phone number.

Speaker speaker\_1: Yeah, please.

Speaker speaker\_0: 800-

Speaker speaker\_1: 800-

Speaker speaker\_0: 256-

Speaker speaker\_1: 256.

Speaker speaker\_0: 8606.

Speaker speaker\_1: 8606. Okay, uh, okay. Thank you. And then, um, as far as my, my card, uh, do you know when it'll be, uh, sent to me?

Speaker speaker\_0: I'll have to get into your account to see what the status of your specific account is. What staffing company do you work with?

Speaker speaker\_1: Uh, Doherty.

Speaker speaker\_0: What are the last four of their social?

Speaker speaker\_1: Uh, 8550.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Uh, Lawrence. L-A-U-

Speaker speaker\_0: All right, and lastly, can you verify your mailing address and date of birth to make sure I have the right account?

Speaker speaker\_1: Um, yeah, it's, uh, 3102 Northeast 103rd Place. And then what was the other one?

Speaker speaker\_0: Um, it was your date of birth but it looks like we have a different address on file.

Speaker speaker\_1: Okay. Uh, the address might be 123 West Burnside.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: And then, uh, my date of birth is 3/30/'94.

Speaker speaker\_0: I have best contact 971-331-0908, with the email of last name, first name, 721 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So your coverage is not active yet. We're still waiting on the activation payment to come. That's the reason why you haven't gotten the benefit card.

Speaker speaker\_1: Okay. Um, so it just, uh, it got taken out of my paycheck, um, this pay period. Um, do you know, like, about how long?

Speaker speaker\_0: So it should be active in next Monday, next week. Um, we receive the payments anywhere between Monday to Wednesday. That benefit card or policy information will be available after Wednesday, I believe it is, when we get access to digital copies of them. 'Cause otherwise, it is gonna take 24 to 48 hours for the front office to provide a policy number.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. Was there anything else I can help you with today?

Speaker speaker\_1: Uh, no, that was all. Thank you.

Speaker speaker\_0: Have a great day and thank you for your time today.

Speaker speaker\_1: You too. Bye.