

Transcript: Francesca

Baez-4745018115309568-4858448897851392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 24. My name is Francesca. How can I assist you today? Hi, Francesca. Um, this is Talitha Bogle speaking. Um, I just received, uh, my ID card, uh, less than 15 minutes ago, and I need to... check if my benefits are still active or not, because I'm no longer with the agency. But they just deducted, uh, premium payments from my paycheck this past Friday. All right, let's take a look and see. What staffing company do you work with? On Track. What is the last four of your Social? 7113. For security purposes, could you please verify your mailing address and date of birth? Sure. 1-17-74 4003 RG Buchanan Drive, LaVern, Tennessee 37086. We have the best phone number to reach you, 615-924-2844? Yes. And we have your email down as first.lastname@gmail.com. Right. Yes, ma'am. Your benefits became active November 11th, and they do show active for this week all the way 'til M- Sunday, 24th. Okay. Because I'm getting nowhere. Nobody's able to find me in their system. When I called to try to locate a provider, it shows that it's not active. I don't know if my information is wrong somewhere. I don't know.' Cause I'm trying to find a dental provider, because the normal dentist we go to doesn't accept it, uh, insurance. Is that something you can assist with? Have you spoken with Carrington Network? Yeah. They said they have no, no record of me. No record of the ID number and everything. Even, um, gave them my Social Security number. Nothing. Okay. So due to the fact that we're just an account administrator, we are limited with the information and actions we can take with these benefits. The best solution I can offer is trying to speak with the Carrington Network myself and seeing if whether there is just a wrong department that you're speaking with or if it was just a representative that was looking in the wrong spot. Okay. That'll work. All right. Bear with me one moment. We'll place you on a quick hold while I try to speak with them. Okay? Thank you. Thank you. One moment. Thank you for holding. Ms. Duessa? Yes. So, I have someone from Carrington on the line, Ms. Kamari. She'll be able to assist you further, because she wasn't able to advise me whether or not they have located you into the system with the information I provided. This is due to their security systems, so they have to speak with you to verify the information. Okay? Okay. If she ends up not being able to locate you into the system, give us a call back so that we can put a ticket to the front office so that they can investigate into it. Okay? Okay. Thank you so much. Bear with me one moment while I get you transferred over.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 24. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. Um, this is Talitha Bogle speaking. Um, I just received, uh, my ID card, uh, less than 15 minutes ago, and I need to... check if my benefits are still active or not, because I'm no longer with the agency. But they just deducted, uh, premium payments from my paycheck this past Friday.

Speaker speaker_1: All right, let's take a look and see. What staffing company do you work with?

Speaker speaker_2: On Track.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: 7113.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker_2: Sure. 1-17-74 4003 RG Buchanan Drive, LaVern, Tennessee 37086.

Speaker speaker_1: We have the best phone number to reach you, 615-924-2844?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first.lastname@gmail.com.

Speaker speaker_2: Right.

Speaker speaker_1: Yes, ma'am. Your benefits became active November 11th, and they do show active for this week all the way 'til M- Sunday, 24th.

Speaker speaker_2: Okay. Because I'm getting nowhere. Nobody's able to find me in their system. When I called to try to locate a provider, it shows that it's not active. I don't know if my information is wrong somewhere. I don't know.' Cause I'm trying to find a dental provider, because the normal dentist we go to doesn't accept it, uh, insurance. Is that something you can assist with?

Speaker speaker_1: Have you spoken with Carrington Network?

Speaker speaker_2: Yeah. They said they have no, no record of me. No record of the ID number and everything. Even, um, gave them my Social Security number. Nothing.

Speaker speaker_1: Okay. So due to the fact that we're just an account administrator, we are limited with the information and actions we can take with these benefits. The best solution I can offer is trying to speak with the Carrington Network myself and seeing if whether there is just a wrong department that you're speaking with or if it was just a representative that was looking in the wrong spot.

Speaker speaker_2: Okay. That'll work.

Speaker speaker_1: All right. Bear with me one moment. We'll place you on a quick hold while I try to speak with them. Okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. One moment. Thank you for holding. Ms. Duessa?

Speaker speaker_3: Yes.

Speaker speaker_1: So, I have someone from Carrington on the line, Ms. Kamari. She'll be able to assist you further, because she wasn't able to advise me whether or not they have located you into the system with the information I provided. This is due to their security systems, so they have to speak with you to verify the information. Okay?

Speaker speaker_3: Okay.

Speaker speaker_1: If she ends up not being able to locate you into the system, give us a call back so that we can put a ticket to the front office so that they can investigate into it. Okay?

Speaker speaker_3: Okay.

Speaker speaker_1: Thank you so much. Bear with me one moment while I get you transferred over.