

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit... My name is Francesca. How can I assist you today? Hi, Agent. So my name is Shane Milhouse. I am just trying to find out if dental is covered for me and my husband up under, um- Oh. ... the coverage that he has? Who's the owner of the policy? Is it you or is it him? It's him. And which of you guys is the one that works with the staffing company? He does. Well, both of us does. But right now he's the one that's the main worker for them. Okay. And were you trying to get this policy under your name or his name? His name. I'm under his name too. Okay. So when you're a dependent of a policyholder, I'm able to tell you the status of the account but as far as making changes to the policy, I will need your spouse on the phone. I'm not makin' no changes. I'm tryin' to find, to see, uh, what de... if dental is covered and if so which dentist do y'all network with. Oh, my mistake. What is the staffing company he works with? Serge. And the last four of his Social? Um, three nine zero seven. And what's his last name? Milhouse. One L. M-I-L-H-O-U-S-E. All right. And Mr. Milhouse, the last thing I need to verify from you will be your date of birth, please. Nine three twenty five seventy-two. So the policy that you guys have active right now is for medical, dental and vision. You do not have any network requirement with the vision plan. You can go anywhere as long as they take your carrier which is American Public Life. American Public Life? Yes, ma'am. Okay. And, um, is that...this is on the cards that we have, or do we have to call y'all- Mm-mm. ... and have insurance cards sent out? So the account, it shows that the mailing address is Five Two Zero Laudenthill Road Greenville, South Carolina, Two Nine Six Oh Seven. That's where they send the benefit cards to. Uh, no, that's, that's not m- my address. Okay. If by any chance your spouse near that he can authorize a change of address? Let me know his account. Uh, I can give him a call real quick. Okay. Look, the only thing is I can't be- He's off work. Hmm? He's off work. I can give him a call. Okay. Um, so the only thing with that would be we can't be on the line while you're calling him. You'll have to have it and then three-way us in. Okay. What time do y'all close? 8:00 PM Eastern Time. Okay. I have him give y'all a call back. All right. So ... So he can look for a dentist anywhere that takes American... What is the American what life? Public Life. Okay. And that's the dental insurance or that's all of it? That will be dental and one of your medical plans. Okay, great. Okay. All right. Thank you. Of course. I hope you have a wonderful rest of your day. Thank you for your patience and time today. Y- you too, mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit... My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Agent. So my name is Shane Milhouse. I am just trying to find out if dental is covered for me and my husband up under, um-

Speaker speaker_0: Oh.

Speaker speaker_1: ... the coverage that he has?

Speaker speaker_0: Who's the owner of the policy? Is it you or is it him?

Speaker speaker_1: It's him.

Speaker speaker_0: And which of you guys is the one that works with the staffing company?

Speaker speaker_1: He does. Well, both of us does. But right now he's the one that's the main worker for them.

Speaker speaker_0: Okay. And were you trying to get this policy under your name or his name?

Speaker speaker_1: His name. I'm under his name too.

Speaker speaker_0: Okay. So when you're a dependent of a policyholder, I'm able to tell you the status of the account but as far as making changes to the policy, I will need your spouse on the phone.

Speaker speaker_1: I'm not makin' no changes. I'm tryin' to find, to see, uh, what de... if dental is covered and if so which dentist do y'all network with.

Speaker speaker_0: Oh, my mistake. What is the staffing company he works with?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of his Social?

Speaker speaker_1: Um, three nine zero seven.

Speaker speaker_0: And what's his last name?

Speaker speaker_1: Milhouse. One L. M-I-L-H-O-U-S-E.

Speaker speaker_0: All right. And Mr. Milhouse, the last thing I need to verify from you will be your date of birth, please.

Speaker speaker_1: Nine three twenty five seventy-two.

Speaker speaker_0: So the policy that you guys have active right now is for medical, dental and vision. You do not have any network requirement with the vision plan. You can go anywhere as long as they take your carrier which is American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. And, um, is that...this is on the cards that we have, or do we have to call y'all-

Speaker speaker_0: Mm-mm.

Speaker speaker_1: ... and have insurance cards sent out?

Speaker speaker_0: So the account, it shows that the mailing address is Five Two Zero Laudenthill Road Greenville, South Carolina, Two Nine Six Oh Seven. That's where they send the benefit cards to.

Speaker speaker_1: Uh, no, that's, that's not m- my address.

Speaker speaker_0: Okay. If by any chance your spouse near that he can authorize a change of address? Let me know his account.

Speaker speaker_1: Uh, I can give him a call real quick.

Speaker speaker_0: Okay. Look, the only thing is I can't be-

Speaker speaker_1: He's off work.

Speaker speaker_0: Hmm?

Speaker speaker_1: He's off work. I can give him a call.

Speaker speaker_0: Okay. Um, so the only thing with that would be we can't be on the line while you're calling him. You'll have to have it and then three-way us in.

Speaker speaker_1: Okay. What time do y'all close?

Speaker speaker_0: 8:00 PM Eastern Time.

Speaker speaker_1: Okay. I have him give y'all a call back.

Speaker speaker_0: All right. So ...

Speaker speaker_1: So he can look for a dentist anywhere that takes American... What is the American what life?

Speaker speaker_0: Public Life.

Speaker speaker_1: Okay. And that's the dental insurance or that's all of it?

Speaker speaker_0: That will be dental and one of your medical plans.

Speaker speaker_1: Okay, great. Okay. All right. Thank you.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day. Thank you for your patience and time today.

Speaker speaker_1: Y- you too, mm-hmm.