

## **Transcript: Francesca**

**Baez-5166085419614208-5114515696959488**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits in a Card. How can I assist you today? Hi, Francesca. How are you doing today? I'm good. How are you? Oh, I'm sorry this is Alicia, APL. Sorry, I didn't... I didn't tell you who I was. Okay. Listen, I, I've got a Ms. Bondo Williams on the line and she is with, um, HCC Healthcare Services and last four of her social is 3759. She needs to update her address. I've updated on our side, but she's also got some questions regarding her policies. Sure thing, you can go ahead and transfer her over. All right. Thank you, Francesca. Let me get her on the line and I hope you have a great day. Thank you. You too. Thank you. One moment. Ms. Williams, I have Francesca on the line with Benefits in a Card and she's going to assist you further. Hope you get to feeling better soon. Okay, thank you. Thank you. Good morning, Ms. Williams. Could you please notify your date of birth for the recorded line, as well as the last four of your social? Okay, 10/04/1964 and my social is 254-21-3759. All right, and we should say you had some questions about your benefits? Yes. For one, I needed to change my address. Update my address. Okay. What address would you like me to put on file? 708 Marshall Street, Thomasville, Georgia. And what is the ZIP code? 31792. All right. So you are all set. I have updated it to 708 Marshall Street, Thomasville, Georgia 31792. Mm-hmm. And then I wanted to check my benefits 'cause like I was telling her, I've been out of work since November 18th. But I was trying to, um, go ahead and file a claim for the time that I was out. So, um, can you give me any information on how to go about doing that? I am extremely sorry to be the one to let you know this. Unfortunately, Alicia at APL will be the only one to let you know that. We only administer the benefits, so we're very limited to the information that we have. The only information we really have on your short-term disability is the cost that you're paying per week, um, the fact that it has a seven-day elimination period, as well as the fact that the benefit period is 180 days for a benefit amount of \$700 per month. Okay. Um, there was another question but I can't get it. Oh, and, um, what, what I was asking her also, since I've been out of work, and I mean, I, I was in the hospital from, um, just before Thanksgiving 'til after New Years, and I was wondering, um, if I didn't get a chance to engage in open enrollment, would there be any way I could change anything at this point or no? If I Unfortunately, no. Um, we wouldn't be able to change anything. The only change you can make in your policy right now, being outside of an open enrollment period, is cancellations. But we can't add anything... Okay. ... to your policy at this moment, unfortunately. Okay. All right. Well, thank you. That was what I needed to know. And I appreciate it. Thank you for your time. Okay. You're welcome. I apologize for not being able to provide more information. Okay. That's, that's fine. Thank you. Bye-bye. No problem. By-

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. My name is Francesca with Benefits in a Card. How can I assist you today?

Speaker speaker\_2: Hi, Francesca. How are you doing today?

Speaker speaker\_1: I'm good. How are you?

Speaker speaker\_2: Oh, I'm sorry this is Alicia, APL. Sorry, I didn't... I didn't tell you who I was.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Listen, I, I've got a Ms. Bondo Williams on the line and she is with, um, HCC Healthcare Services and last four of her social is 3759. She needs to update her address. I've updated on our side, but she's also got some questions regarding her policies.

Speaker speaker\_1: Sure thing, you can go ahead and transfer her over.

Speaker speaker\_2: All right. Thank you, Francesca. Let me get her on the line and I hope you have a great day.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: You too. Thank you. One moment. Ms. Williams, I have Francesca on the line with Benefits in a Card and she's going to assist you further. Hope you get to feeling better soon.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Good morning, Ms. Williams. Could you please notify your date of birth for the recorded line, as well as the last four of your social?

Speaker speaker\_3: Okay, 10/04/1964 and my social is 254-21-3759.

Speaker speaker\_1: All right, and we should say you had some questions about your benefits?

Speaker speaker\_3: Yes. For one, I needed to change my address. Update my address.

Speaker speaker\_1: Okay. What address would you like me to put on file?

Speaker speaker\_3: 708 Marshall Street, Thomasville, Georgia.

Speaker speaker\_1: And what is the ZIP code?

Speaker speaker\_3: 31792.

Speaker speaker\_1: All right. So you are all set. I have updated it to 708 Marshall Street, Thomasville, Georgia 31792.

Speaker speaker\_3: Mm-hmm. And then I wanted to check my benefits 'cause like I was telling her, I've been out of work since November 18th. But I was trying to, um, go ahead and file a claim for the time that I was out. So, um, can you give me any information on how to go about doing that?

Speaker speaker\_1: I am extremely sorry to be the one to let you know this. Unfortunately, Alicia at APL will be the only one to let you know that. We only administer the benefits, so we're very limited to the information that we have. The only information we really have on your short-term disability is the cost that you're paying per week, um, the fact that it has a seven-day elimination period, as well as the fact that the benefit period is 180 days for a benefit amount of \$700 per month.

Speaker speaker\_3: Okay. Um, there was another question but I can't get it. Oh, and, um, what, what I was asking her also, since I've been out of work, and I mean, I, I was in the hospital from, um, just before Thanksgiving 'til after New Years, and I was wondering, um, if I didn't get a chance to engage in open enrollment, would there be any way I could change anything at this point or no? If I

Speaker speaker\_1: Unfortunately, no. Um, we wouldn't be able to change anything. The only change you can make in your policy right now, being outside of an open enrollment period, is cancellations. But we can't add anything...

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... to your policy at this moment, unfortunately.

Speaker speaker\_3: Okay. All right. Well, thank you. That was what I needed to know. And I appreciate it. Thank you for your time.

Speaker speaker\_1: Okay. You're welcome. I apologize for not being able to provide more information.

Speaker speaker\_3: Okay. That's, that's fine. Thank you. Bye-bye.

Speaker speaker\_1: No problem. By-