

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, my name's Brittany. I'm actually calling from the, um, the employer. I work for Crown Staffing and we have an associate who, um, has signed up for benefits in the card but never got anything for it. Okay. So the member will have to call in to see specifically which plan he has. There is one of a medical plans that only gets a digital copy sent to the member's email. So once they called in and we're able to see their policy, we'll be able to check whether or not it was a digital card that they were only sent or if it was a physical card and double check with the address on file. No, no, no, that's what I'm saying. Like he's... He opted for like enrollment but nothing ever happened. Like no, like it, it didn't happen. Okay. Then he'll have to call in so that we can open an investigation. Okay. Um, so just tell him to call this number? Yes, ma'am. And then once he calls this number, we can go over the usual ways that we usually get the request for enrollment, make a look into his account, and then in the event that the account itself cannot tell us why that enrollment was not processed, then different office will go ahead and open an investigation. But regardless, he will be able to, like get his insurance benefits? I wouldn't be able to say that unfortunately 'cause they have to open the investigation first. The front office is the only one that can determine whether or not there was proof of said enrollment and why it was not processed. Okay. All right, thank you. Of course. Well, is there anything else I can assist you with today? That's it. Have a great day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, my name's Brittany. I'm actually calling from the, um, the employer. I work for Crown Staffing and we have an associate who, um, has signed up for benefits in the card but never got anything for it.

Speaker speaker_0: Okay. So the member will have to call in to see specifically which plan he has. There is one of a medical plans that only gets a digital copy sent to the member's email. So once they called in and we're able to see their policy, we'll be able to check whether or not it was a digital card that they were only sent or if it was a physical card and double check with the address on file.

Speaker speaker_1: No, no, no, that's what I'm saying. Like he's... He opted for like enrollment but nothing ever happened. Like no, like it, it didn't happen.

Speaker speaker_0: Okay. Then he'll have to call in so that we can open an investigation.

Speaker speaker_1: Okay. Um, so just tell him to call this number?

Speaker speaker_0: Yes, ma'am. And then once he calls this number, we can go over the usual ways that we usually get the request for enrollment, make a look into his account, and then in the event that the account itself cannot tell us why that enrollment was not processed, then different office will go ahead and open an investigation.

Speaker speaker_1: But regardless, he will be able to, like get his insurance benefits?

Speaker speaker_0: I wouldn't be able to say that unfortunately 'cause they have to open the investigation first. The front office is the only one that can determine whether or not there was proof of said enrollment and why it was not processed.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Of course. Well, is there anything else I can assist you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.