

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling by National Center How can I assist you today? Um, I was trying to, uh, get some information about my, um, my policy. All right. What staffing company do you work with and what are the last four of your Social? You said what now? What staffing company do you work with and what are the last four of your Social? Um, T-R-C and my last is 8599. What is the last name, please? Hudson. H-U-D-S-O-N. Okay. For security purposes, could you verify your mailing address and date of birth? Um, 70 Shepherd Drive, Pine Mountain, Georgia 31822. Um, December 7th, 1994. Do you have a best phone number to reach you down as 706-881-1586? Yes. Can we show your email down as H-U-D-S-C-A-P-E1@gmail.com? Yes. Okay. And what information were you looking for in regards to your coverage? Um, I was trying to find out, um, the name of the, um, the insurance, so if... of the insurance company and, um, uh, my policy number, I guess. So I... 'cause I'm trying to go to the dentist today and I need the information. All right. Understood. I do see here that your benefits became active October 7th, 2024. Um, so your carrier should have mailed that benefit card out by the 11th of that week. What I can do is I can send you a digital copy of your benefit cards to your email. Does that work with you? Okay. Yes, ma'am. All right. So bear with me one moment while I place you on hold and I get that medical and dental benefit card, okay? Okay. Thank you. Mm-hmm. Thank you so much for holding, sir. So I have sent you two PDF files to your email, which will be your medical and dental benefit card. Okay. And then for that FreeRx membership, have you done your registration already? Uh, for my what membership? The FreeRx membership. Um, I don't think so. I'm not sure. Okay. So what I can do is I can go ahead and send you a copy of the steps for registration. Um, that way once you try to register in the event that you already did and just forgot, their system should be able to advise you that there's already an account with that information are you trying to register with. Okay. All right. And then bear with me one moment. I'm making sure those benefit cards email at least leave our outbox. I received them. All right. Great. And then there should be a second one going in there, um, that will be titled FreeRx registration info. Um, that FreeRx is that membership that you requested that they offer, which gives you access to about 90% of the generic prescriptions for free. Once you register, you have access to your benefits as well as the benefits itself that that membership provides. Okay. All right. And then the last thing I want to discuss with you prior to letting you go... We don't have a beneficiary for the life insurance plan that you requested. Would you like to provide one today? I just need their first and last relationship to you. Um, I have two. Um if... Now with beneficiaries, um, how would it work if I leave it in my daughter's name? They are... They're 74, so-Um, do I need to put her under adult guardian, um, over there? 'Cause I don't really have one. I don't believe so. Some of our customers have put in dependents that are underage as beneficiaries or in general someone

as a beneficiary that's underage, and I have not seen any issues coming out of it. Okay. Um, well, I'll do that. Um, I have two. Um, Jaloni Hudson. J-A-L-O-N-N-I. J-A-L-O-N-N-I? Yeah. All right. And that is your daughter, correct? Uh-huh. And I have, and Jalaiah Hudson. Um, J-A-L-A-I-Y-A-H. J-A-L-I-Y-J-A? M- yeah, no. It's J-A, uh, well, J-A possibly L-A-I-Y-A-H. Y-A-H, right? Mm-hmm. There we go. Yes. And then same last name as you? Yes. All right, and then we did say the other one started with a J as well, right? 'Cause I put a Y on it but I think it was supposed to be a J. Um, you said what now? Um, just for, so knowly, sorry if I'm mispronouncing, it's a J at the start, right? Not a Y? Yes, Jaloni. There we go. I know it was looking a little bit weird. It was just that I put a Y instead of a J on hers. Okay, but you are all set now. Perfect. Both of them have been corrected and they have both been set down to \$50 each. Okay. All right. All right. Thank you so much, sir. If you have any questions in regards to your benefits, feel free to give us a call back. Um, I do know you said it was a dental b- um, appointment that you have. In the event that they ask you for your carrier, it's American Public Life. Okay. 'Cause they thought it was- Mm-hmm. Okay, 'cause they thought it was, they thought it was MetLife or... Yeah, MetLife, um, is actually the vision carrier which you currently don't have any vision plan. Mm-hmm. But for your medical as well as your dental, it's American Public Life. The only difference is that your dental goes on the Carrington network. Okay. All right. Was there anything else we can assist you with today? Um, no, ma'am. You did enough. I hope you have a wonderful rest of your day. Thank you for allowing me to assist you today. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling by National Center How can I assist you today?

Speaker speaker_2: Um, I was trying to, uh, get some information about my, um, my policy.

Speaker speaker_1: All right. What staffing company do you work with and what are the last four of your Social?

Speaker speaker_2: You said what now?

Speaker speaker_1: What staffing company do you work with and what are the last four of your Social?

Speaker speaker_2: Um, T-R-C and my last is 8599.

Speaker speaker_1: What is the last name, please?

Speaker speaker_2: Hudson. H-U-D-S-O-N.

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

Speaker speaker_2: Um, 70 Shepherd Drive, Pine Mountain, Georgia 31822. Um, December 7th, 1994.

Speaker speaker_1: Do you have a best phone number to reach you down as 706-881-1586?

Speaker speaker_2: Yes.

Speaker speaker_1: Can we show your email down as H-U-D-S-C-A-P-E1@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what information were you looking for in regards to your coverage?

Speaker speaker_2: Um, I was trying to find out, um, the name of the, um, the insurance, so if... of the insurance company and, um, uh, my policy number, I guess. So I... 'cause I'm trying to go to the dentist today and I need the information.

Speaker speaker_1: All right. Understood. I do see here that your benefits became active October 7th, 2024. Um, so your carrier should have mailed that benefit card out by the 11th of that week. What I can do is I can send you a digital copy of your benefit cards to your email. Does that work with you?

Speaker speaker_2: Okay. Yes, ma'am.

Speaker speaker_1: All right. So bear with me one moment while I place you on hold and I get that medical and dental benefit card, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you so much for holding, sir. So I have sent you two PDF files to your email, which will be your medical and dental benefit card.

Speaker speaker_2: Okay.

Speaker speaker_1: And then for that FreeRx membership, have you done your registration already?

Speaker speaker_2: Uh, for my what membership?

Speaker speaker_1: The FreeRx membership.

Speaker speaker_2: Um, I don't think so. I'm not sure.

Speaker speaker_1: Okay. So what I can do is I can go ahead and send you a copy of the steps for registration. Um, that way once you try to register in the event that you already did and just forgot, their system should be able to advise you that there's already an account with that information are you trying to register with.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then bear with me one moment. I'm making sure those benefit cards email at least leave our outbox.

Speaker speaker_2: I received them.

Speaker speaker_1: All right. Great. And then there should be a second one going in there, um, that will be titled FreeRx registration info. Um, that FreeRx is that membership that you requested that they offer, which gives you access to about 90% of the generic prescriptions for free. Once you register, you have access to your benefits as well as the benefits itself that that membership provides.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then the last thing I want to discuss with you prior to letting you go... We don't have a beneficiary for the life insurance plan that you requested. Would you like to provide one today? I just need their first and last relationship to you.

Speaker speaker_2: Um, I have two. Um if... Now with beneficiaries, um, how would it work if I leave it in my daughter's name? They are... They're 74, so-

Speaker speaker_3: Um, do I need to put her under adult guardian, um, over there? 'Cause I don't really have one.

Speaker speaker_1: I don't believe so. Some of our customers have put in dependents that are underage as beneficiaries or in general someone as a beneficiary that's underage, and I have not seen any issues coming out of it.

Speaker speaker_3: Okay. Um, well, I'll do that. Um, I have two. Um, Jaloni Hudson. J-A-L-O-N-N-I.

Speaker speaker_1: J-A-L-O-N-N-I?

Speaker speaker_3: Yeah.

Speaker speaker_1: All right. And that is your daughter, correct?

Speaker speaker_3: Uh-huh. And I have, and Jalaiah Hudson. Um, J-A-L-A-I-Y-A-H.

Speaker speaker_1: J-A-L-I-Y-J-A?

Speaker speaker_3: M- yeah, no. It's J-A, uh, well, J-A possibly L-A-I-Y-A-H.

Speaker speaker_1: Y-A-H, right?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: There we go.

Speaker speaker_3: Yes.

Speaker speaker_1: And then same last name as you?

Speaker speaker_3: Yes.

Speaker speaker_1: All right, and then we did say the other one started with a J as well, right? 'Cause I put a Y on it but I think it was supposed to be a J.

Speaker speaker_3: Um, you said what now?

Speaker speaker_1: Um, just for, so knowly, sorry if I'm mispronouncing, it's a J at the start, right? Not a Y?

Speaker speaker_3: Yes, Jaloni.

Speaker speaker_1: There we go. I know it was looking a little bit weird. It was just that I put a Y instead of a J on hers. Okay, but you are all set now.

Speaker speaker_3: Perfect.

Speaker speaker_1: Both of them have been corrected and they have both been set down to \$50 each.

Speaker speaker_3: Okay.

Speaker speaker_1: All right.

Speaker speaker_3: All right.

Speaker speaker_1: Thank you so much, sir. If you have any questions in regards to your benefits, feel free to give us a call back. Um, I do know you said it was a dental b- um, appointment that you have. In the event that they ask you for your carrier, it's American Public Life.

Speaker speaker_3: Okay. 'Cause they thought it was-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Okay, 'cause they thought it was, they thought it was MetLife or...

Speaker speaker_1: Yeah, MetLife, um, is actually the vision carrier which you currently don't have any vision plan.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: But for your medical as well as your dental, it's American Public Life. The only difference is that your dental goes on the Carrington network.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_3: Um, no, ma'am. You did enough.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for allowing me to assist you today.

Speaker speaker_3: You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_3: Bye.