

## **Transcript: Francesca**

**Baez-5524148792803328-6425755491450880**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes. Um, I have a, a dental, uh, plan with y'all, whatnot, and, um, I'm just trying to figure out, um, how to set up a dentist appointment and, uh, who, what names or who's in the plan or whatever. I ain't really ever did this, so I'm just trying to figure it out. Okay. What staffing company do you work with? I work with Mega Force. What are the last four of your Social and the last name, please? Uh, Locklear, and Social is 2653. For security purposes, could you please verify your mailing address and date of birth? 8823 Johns Mill Road, Maxton, North Carolina 28364 and August 26th, 1982. We have the best number to reach you down as 910-536-0570. Yes, ma'am. That's mine. We have your email down as tommy\_locklear82@yahoo.com. That's it. Okay. So this year you're currently active this week. So I'm gonna place you in a quick hold to go ahead and get a copy of your benefit card, which will have all that information you're asking for; who is your carrier, your policy number, along with the other information that you could possibly need once you're at the doctor. Yeah. I'm, I'm trying to get a, a list of the, uh, dentists that I, I got in my plan. So you don't need your policy information, you just need assistance locating a doctor? Yes, ma'am. Okay. Then just bear with me one moment. I'm gonna get you over to the Carrington Network. They're the ones that have that list you're looking for. Okay. Thank you. No problem. Have a wonderful rest of your day, and thank you for calling Benefits in a Card today. That's it. Then it started.

### **Conversation Format**

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

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

Speaker speaker\_2: Yes. Um, I have a, a dental, uh, plan with y'all, whatnot, and, um, I'm just trying to figure out, um, how to set up a dentist appointment and, uh, who, what names or who's in the plan or whatever. I ain't really ever did this, so I'm just trying to figure it out.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: I work with Mega Force.

Speaker speaker\_1: What are the last four of your Social and the last name, please?

Speaker speaker\_2: Uh, Locklear, and Social is 2653.

Speaker speaker\_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker\_2: 8823 Johns Mill Road, Maxton, North Carolina 28364 and August 26th, 1982.

Speaker speaker\_1: We have the best number to reach you down as 910-536-0570.

Speaker speaker\_2: Yes, ma'am. That's mine.

Speaker speaker\_1: We have your email down as tommy\_locklear82@yahoo.com.

Speaker speaker\_2: That's it.

Speaker speaker\_1: Okay. So this year you're currently active this week. So I'm gonna place you in a quick hold to go ahead and get a copy of your benefit card, which will have all that information you're asking for; who is your carrier, your policy number, along with the other information that you could possibly need once you're at the doctor.

Speaker speaker\_2: Yeah. I'm, I'm trying to get a, a list of the, uh, dentists that I, I got in my plan.

Speaker speaker\_1: So you don't need your policy information, you just need assistance locating a doctor?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Then just bear with me one moment. I'm gonna get you over to the Carrington Network. They're the ones that have that list you're looking for.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker\_2: That's it. Then it started.