

Transcript: Francesca

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Full Transcript

Hello, benefit my name is Francesca. How can I assist you today? Yeah, uh, this is, uh, Dangudura Kashama. Please do say. I'm calling about, uh, my, uh, my wife, uh, the card, health card insurance. Are you on the policy, sir? Yes. What is your wife's staffing company? Me, I'm working at, uh, uh, insurance, um, at the... what I'm saying, CareBreders. Okay. But is the policy yours or her, sir? My policy or her policy? Okay. So it's not through your wife, it's through you? Yeah. Okay. What are the last four of the social? 8546. And the last name? Kashama, K-A-S-H-A-M-A. Please verify the mailing address and date of birth to make sure I have the right account. Much, uh, DOB, date of birth, uh, March 13, 1962. Mailing address, 104 Forest Court, Louisville, Kentucky, 40206. Okay. I have your best phone number down as 502-200-4023. Yes. We have your email down as K-E-V, your last name @gmail.com. R-E-V-A, rekashama@gmail.com. Correct. All right. Let me place you on hold while I get the benefit card. Excuse me? Yes, sir. I asked to put you on hold while I get the benefit card. Okay. Thank you. Thank you for holding, sir. I have sent you three PDF files to your email, which will be your vision, medical and dental card. Yeah. What'd you say? I send you all three of your benefit cards to your email, sir. Oh, thank you. May I have, uh, may I have, um, could you send, uh, the pap- paperless, um, at the, what I'm saying, CareBreders? So all of them have already been sent by your carrier. The only one that wasn't sent will be the medical one. That's the only one that I'm going ahead and put a request for, 'cause none of your carriers allow for a request for benefit cards if one has been sent within the last 30 days. So it should still- Yeah, mine- ... be on its way. Yeah. That's, uh, something mine I received, but, uh, for my wife. I'm asking you if, uh, you can, uh, mail that. There wouldn't be one for your wife, sir. The one that has your name on it is the same one that your wife will be using. The benefits that your staffing company offers is not going to offer a benefit card for her on her own since their PPO limited plans. So that card that you have that has your name on it, um, I believe you probably receive the dental card. So with the dental card, give me one moment, I'm gonna open it so I can tell you specifically where we'll say that is for you and your spouse. Okay. Let's see. Bear with me one moment. You said the one with my name, th- uh, she can use that? Yes, sir. The ones that you're going to receive are the same one. There won't be one with her name on it. So you see where your current card, right underneath your name, it says individual? Yeah. Right underneath where it says individual, the new benefit cards, once they're created, is gonna say employee plus spouse. Yeah. Because I received the one and they said individual. Yes, sir. Once again, you're not gonna get an individual one. Your spouse doesn't get her own card. She's a dependent on a PPO limited plan. They do not provide a separate benefit card for dependents. The reason why your current card only says individual is 'cause her policy just became active last week on the 27th. Mm-hmm. Okay. Was there any other questions you had in regards to your coverage? No. Uh, uh, th- th- uh, excuse me, that

means that, um, when she's going at, um, a physician, she can, uh, she can, um, she can use the one I have? Correct? Yes, sir. That's correct. Okay. Thank you. Thank you- I'm seeing that your vision card still says individual coverage. So for that one, I am gonna send over to the A- to the front office. Um, the agents at the front office should be able to contact the carrier to request for the updated version. And that's gonna say employee plus spouse for the vision benefit card. Okay. Okay. Thank you. Of course. Is there anything else we can assist you with today? No, I'm okay. All right. I do hope you have a wonderful rest of your day. Thank you for your time today. You too. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Hello, benefit my name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, uh, this is, uh, Dangundera Kashama.

Speaker speaker_0: Please do say.

Speaker speaker_1: I'm calling about, uh, my, uh, my wife, uh, the card, health card insurance.

Speaker speaker_0: Are you on the policy, sir?

Speaker speaker_1: Yes.

Speaker speaker_0: What is your wife's staffing company?

Speaker speaker_1: Me, I'm working at, uh, uh, insurance, um, at the... what I'm saying, CareBreders.

Speaker speaker_0: Okay. But is the policy yours or her, sir?

Speaker speaker_1: My policy or her policy?

Speaker speaker_0: Okay. So it's not through your wife, it's through you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. What are the last four of the social?

Speaker speaker_1: 8546.

Speaker speaker_0: And the last name?

Speaker speaker_1: Kashama, K-A-S-H-A-M-A.

Speaker speaker_0: Please verify the mailing address and date of birth to make sure I have the right account.

Speaker speaker_1: Much, uh, DOB, date of birth, uh, March 13, 1962. Mailing address, 104 Forest Court, Louisville, Kentucky, 40206.

Speaker speaker_0: Okay. I have your best phone number down as 502-200-4023.

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as K-E-V, your last name @gmail.com.

Speaker speaker_1: R-E-V-A, rekashama@gmail.com. Correct.

Speaker speaker_0: All right. Let me place you on hold while I get the benefit card.

Speaker speaker_1: Excuse me?

Speaker speaker_0: Yes, sir. I asked to put you on hold while I get the benefit card.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Thank you for holding, sir. I have sent you three PDF files to your email, which will be your vision, medical and dental card.

Speaker speaker_1: Yeah. What'd you say?

Speaker speaker_0: I send you all three of your benefit cards to your email, sir.

Speaker speaker_1: Oh, thank you. May I have, uh, may I have, um, could you send, uh, the pap- paperless, um, at the, what I'm saying, CareBreders?

Speaker speaker_0: So all of them have already been sent by your carrier. The only one that wasn't sent will be the medical one. That's the only one that I'm going ahead and put a request for, 'cause none of your carriers allow for a request for benefit cards if one has been sent within the last 30 days. So it should still-

Speaker speaker_1: Yeah, mine-

Speaker speaker_0: ... be on its way.

Speaker speaker_1: Yeah. That's, uh, something mine I received, but, uh, for my wife. I'm asking you if, uh, you can, uh, mail that.

Speaker speaker_0: There wouldn't be one for your wife, sir. The one that has your name on it is the same one that your wife will be using. The benefits that your staffing company offers is not going to offer a benefit card for her on her own since their PPO limited plans. So that card that you have that has your name on it, um, I believe you probably receive the dental card. So with the dental card, give me one moment, I'm gonna open it so I can tell you specifically where we'll say that is for you and your spouse.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. Bear with me one moment.

Speaker speaker_1: You said the one with my name, th- uh, she can use that?

Speaker speaker_0: Yes, sir. The ones that you're going to receive are the same one. There won't be one with her name on it. So you see where your current card, right underneath your name, it says individual?

Speaker speaker_1: Yeah.

Speaker speaker_0: Right underneath where it says individual, the new benefit cards, once they're created, is gonna say employee plus spouse.

Speaker speaker_1: Yeah. Because I received the one and they said individual.

Speaker speaker_0: Yes, sir. Once again, you're not gonna get an individual one. Your spouse doesn't get her own card. She's a dependent on a PPO limited plan. They do not provide a separate benefit card for dependents. The reason why your current card only says individual is 'cause her policy just became active last week on the 27th.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Was there any other questions you had in regards to your coverage?

Speaker speaker_1: No. Uh, uh, th- th- uh, excuse me, that means that, um, when she's going at, um, a physician, she can, uh, she can, um, she can use the one I have? Correct?

Speaker speaker_0: Yes, sir. That's correct.

Speaker speaker_1: Okay. Thank you. Thank you-

Speaker speaker_0: I'm seeing that your vision card still says individual coverage. So for that one, I am gonna send over to the A- to the front office. Um, the agents at the front office should be able to contact the carrier to request for the updated version. And that's gonna say employee plus spouse for the vision benefit card.

Speaker speaker_1: Okay. Okay. Thank you.

Speaker speaker_0: Of course. Is there anything else we can assist you with today?

Speaker speaker_1: No, I'm okay.

Speaker speaker_0: All right. I do hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: My pleasure.