

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accra. My name is Jessica Hockenris. How may I assist you today? Hey, my name is Alexandra Douglas. I have Travis here with me. Um, I tried calling on behalf of him last time while he was at work like he asked me to, but he hadn't added me as an authorized user. So I'm just calling to be able to have that done. He's here next to me, like I said. What information can I give you for him? Okay. Um, so you want to be an authorized user for what exactly, ma'am? I'm sorry. Is it for ... Like, to speak for the benefits. Go ahead. It's just to get benefits information for him 'cause a lot of times he works until 7:00 when you guys close it at times. So he always has to call in to try to get info for them. And I can't do that because I'm not on there. Like, it's not on there that I can speak to them about it. So when I called in last time they told me I had to call and add myself as an authorized user with him around. Okay. Um, so us being an authorized user, we can provide you information about his coverage for, for the enrollment. Right. He does have to be on the phone, um, which I think that's why they were telling you that. Right. Yeah, he's here with me. That's why. All right. Mr. Travis? Yes. Do you authorize us to continue on to locating your account with your spouse on the line? Yes. All right. What is the staffing company that you work with? It's MAU. And the last four of his Social? 7203. And lastly, the last name? Is Harmon. H-A-R-M-O-N. And I, I was gonna say, I don't know if they have it in your system, but when they hired him on, um, they put his last name twice. His last name is just Harmon. So I don't know if that's gonna affect anything, 'cause I know on his payroll it says Harmon Harmon. Let's see. So it doesn't look like- I thought it was something- ... when they sent the, the file over to us. Our system didn't take it that way. They just have his first name, middle name Weed, and last name Harmon. Okay. And he is the second. I don't know if that makes a difference either, but that's fine. I would say it is. Okay. So he's safe. And then could you verify him the mailing address and date of birth? Yes. Date of birth is 9/29/'99. And the mailing address, I don't think he has the apartment number, so I'll give it all and I'll give the apartment number. It's 4551 Old Spartanburg Road. It's Apartment 602. And that's Taylors, South Carolina 29687. I'm actually doing a lot of line work over here. All right. And what was that date of birth? I'm sorry. It's 9/29/'99. We have the best number to contact, 843-217-8435. Yeah. That's it. And we have the email down as t.l.harmon99@hotmail.com? Correct. Look at his picture. What is he doing in the middle of the road? What in the world? Oh, God. He's gotta be on drugs. I know. What in the world? But- Okay. So it does say here- But, but, but- ... we're currently waiting on the activation payment for the current policy, um, which shows- Okay. ... the benefits for employee only on dental, vision, medical MEC enhanced, term life, which is life insurance- Okay. ... critical illness, group accident, behavior health- Okay. ... and ID expert. Okay. So I know that they're taking it out with paycheck, so that's fine. We've already seen it as a deduction. I just wasn't sure,

because of his insurance cards, will you guys be... Um, do you know what medical insurance it is? So he's going to have a total of three different carriers. Okay. His dental and hospital indemnity, which are basically the hospital services, are going to be with American Public Life. You said American Public Price? Yes, ma'am. They also go by APL. Okay. But... Okay. APL. And then as far as, like, just normal, like, medical, like, for doctor's op- appointments and stuff, would that be the same thing? Yeah. That's right. Mm-hmm. Okay. American Public Price. And then- Okay. And then you said there were two more? Yes, ma'am. And then his medical preventative are gonna be with 90 Degree. Hold on. Preventative. You said 90 Degree? Yes, ma'am. 'Cause I don't think I've heard those companies. 90 Degree. Okay. So dental/medical, and then you said medical preventative. So that would be, like, what? Primary care stuff? Is that what that is? Uh, no, it would be like those screenings for your blood pressure, iron deficiency, the counseling for, like, a healthy diet, avoiding UV rays from the sun or stopping smoking, stuff like that that are preventative. Okay. Anything that you do to avoid getting sick basically is what's considered preventative, or to make sure that you aren't out. Okay. That's fine. And then you said what was the last one? And then the last one will be his vision. It is with MetLife. Okay. MetLife. Okay. All right. All right. And so when it does draft for the first time, he should get his insurance cards in the mail? Yeah, so once benefits become effective- Mm-hmm. ... the benefit cards will be sent out Friday of the activation day 'cause Monday's is when we receive the payments as well as when they're sent to the insurance carriers. Mm-hmm. So from his current selection, the vision, the dental and the-Preventative benefit cards are gonna come in the mail. The one for- Yes. ... his hospital services is gonna be sent to his email. I know we- Okay. ... get a lot of emails throughout the day, so if you don't see it- Okay. ... that Friday, you're more than welcome to give us a call and request for someone to send it from our office email. Um, that way maybe- Okay. ... it could be on the top of the inbox. Okay, got you. Okay. Okey-dokey. Well, thank you. That is all we needed, I think. Of course. And then I do want to say, lastly, his medical plan does require network. Um, it's with the company called MultiPlan Network. All of his plans, medical, dental and vision do have a network provider. If you would like, I can send you their phone numbers as long- Okay. ... along with their website to the email that we have on file for him. Yes, please. Just so we can make sure. He hasn't seen a doctor in a while, so we wanna make sure to get him set for, um, like primary care and everything and get him checked up. Of course. Let's see. Okay. So I sent this from info@benefitsinacard.com, and it should be titled Network Provider Information. Okay, perfect. Thank you so much for all your help. And just to make sure, just moving forward, is it now showing that I'm an authorized user, so if I ever have any, like, questions on, like, making sure things are getting, like, covered or anything like that? Um, or not covered but, like, making sure I have, like, correct info or I would need info? Can I, am I able to call in or do you have to do something specific to make sure I can call in to get info for him? Um, so I did go ahead- Like, just something- ... and put in a note there that he did provide verbal authorization for you to receive information in regards to his account's coverage. Um, the only thing is- Okay. ... verbal... The only thing that verbal authorization wouldn't get you permission to or access to would be sending any information to a different email than what we have on file. Oh. So I did want to ask- Yeah. ... if you want to add yours while I have him on the line? Um, I think it's fine, 'cause I have his email on my phone also, 'cause I'm actually- Okay. ... the one who helped create it. All right. Um, but that's, that should be fine. Um, yeah. I think that's all we needed then. All right. Was there anything else that I can assist you with today? No.

Thank you so much for all your help. I appreciate it. You're welcome. Thank you for giving us a call today. Hope you have a wonderful rest of your day, and thank you for allowing me to assist you. You as well. Thank you. 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 Benefits in Accra. My name is Jessica Hockenis. How may I assist you today?

Speaker speaker_2: Hey, my name is Alexandra Douglas. I have Travis here with me. Um, I tried calling on behalf of him last time while he was at work like he asked me to, but he hadn't added me as a authorized user. So I'm just calling to be able to have that done. He's here next to me, like I said. What information can I give you for him?

Speaker speaker_1: Okay. Um, so you want to be an authorized user for what exactly, ma'am? I'm sorry. Is it for ...

Speaker speaker_2: Like, to speak for the benefits.

Speaker speaker_1: Go ahead.

Speaker speaker_2: It's just to get benefits information for him 'cause a lot of times he works until 7:00 when you guys close it at times. So he always has to call in to try to get info for them. And I can't do that because I'm not on there. Like, it's not on there that I can speak to them about it. So when I called in last time they told me I had to call and add myself as an authorized user with him around.

Speaker speaker_1: Okay. Um, so us being an authorized user, we can provide you information about his coverage for, for the enrollment.

Speaker speaker_2: Right.

Speaker speaker_1: He does have to be on the phone, um, which I think that's why they were telling you that.

Speaker speaker_2: Right. Yeah, he's here with me. That's why.

Speaker speaker_1: All right. Mr. Travis?

Speaker speaker_3: Yes.

Speaker speaker_1: Do you authorize us to continue on to locating your account with your spouse on the line?

Speaker speaker_3: Yes.

Speaker speaker_1: All right. What is the staffing company that you work with?

Speaker speaker_2: It's MAU.

Speaker speaker_1: And the last four of his Social?

Speaker speaker_2: 7203.

Speaker speaker_1: And lastly, the last name?

Speaker speaker_2: Is Harmon. H-A-R-M-O-N. And I, I was gonna say, I don't know if they have it in your system, but when they hired him on, um, they put his last name twice. His last name is just Harmon. So I don't know if that's gonna affect anything, 'cause I know on his payroll it says Harmon Harmon.

Speaker speaker_1: Let's see. So it doesn't look like-

Speaker speaker_2: I thought it was something-

Speaker speaker_1: ... when they sent the, the file over to us. Our system didn't take it that way. They just have his first name, middle name Weed, and last name Harmon.

Speaker speaker_2: Okay. And he is the second. I don't know if that makes a difference either, but that's fine.

Speaker speaker_1: I would say it is. Okay. So he's safe. And then could you verify him the mailing address and date of birth?

Speaker speaker_2: Yes. Date of birth is 9/29/'99. And the mailing address, I don't think he has the apartment number, so I'll give it all and I'll give the apartment number. It's 4551 Old Spartanburg Road. It's Apartment 602. And that's Taylors, South Carolina 29687. I'm actually doing a lot of line work over here.

Speaker speaker_1: All right. And what was that date of birth? I'm sorry.

Speaker speaker_2: It's 9/29/'99.

Speaker speaker_1: We have the best number to contact, 843-217-8435.

Speaker speaker_2: Yeah. That's it.

Speaker speaker_1: And we have the email down as t.l.harmon99@hotmail.com?

Speaker speaker_2: Correct. Look at his picture. What is he doing in the middle of the road? What in the world? Oh, God. He's gotta be on drugs.

Speaker speaker_1: I know.

Speaker speaker_2: What in the world? But-

Speaker speaker_1: Okay. So it does say here-

Speaker speaker_2: But, but, but-

Speaker speaker_1: ... we're currently waiting on the activation payment for the current policy, um, which shows-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the benefits for employee only on dental, vision, medical MEC enhanced, term life, which is life insurance-

Speaker speaker_2: Okay.

Speaker speaker_1: ... critical illness, group accident, behavior health-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and ID expert.

Speaker speaker_2: Okay. So I know that they're taking it out with paycheck, so that's fine. We've already seen it as a deduction. I just wasn't sure, because of his insurance cards, will you guys be... Um, do you know what medical insurance it is?

Speaker speaker_1: So he's going to have a total of three different carriers.

Speaker speaker_2: Okay.

Speaker speaker_1: His dental and hospital indemnity, which are basically the hospital services, are going to be with American Public Life.

Speaker speaker_2: You said American Public Price?

Speaker speaker_1: Yes, ma'am. They also go by APL.

Speaker speaker_2: Okay. But... Okay. APL. And then as far as, like, just normal, like, medical, like, for doctor's op- appointments and stuff, would that be the same thing?

Speaker speaker_1: Yeah. That's right. Mm-hmm.

Speaker speaker_2: Okay. American Public Price.

Speaker speaker_1: And then-

Speaker speaker_2: Okay. And then you said there were two more?

Speaker speaker_1: Yes, ma'am. And then his medical preventative are gonna be with 90 Degree.

Speaker speaker_2: Hold on. Preventative. You said 90 Degree?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 'Cause I don't think I've heard those companies. 90 Degree. Okay. So dental/medical, and then you said medical preventative. So that would be, like, what? Primary care stuff? Is that what that is?

Speaker speaker_1: Uh, no, it would be like those screenings for your blood pressure, iron deficiency, the counseling for, like, a healthy diet, avoiding UV rays from the sun or stopping smoking, stuff like that that are preventative.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything that you do to avoid getting sick basically is what's considered preventative, or to make sure that you aren't out.

Speaker speaker_2: Okay. That's fine. And then you said what was the last one?

Speaker speaker_1: And then the last one will be his vision. It is with MetLife.

Speaker speaker_2: Okay. MetLife. Okay. All right. All right. And so when it does draft for the first time, he should get his insurance cards in the mail?

Speaker speaker_1: Yeah, so once benefits become effective-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the benefit cards will be sent out Friday of the activation day 'cause Monday's is when we receive the payments as well as when they're sent to the insurance carriers.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So from his current selection, the vision, the dental and the-Preventative benefit cards are gonna come in the mail. The one for-

Speaker speaker_2: Yes.

Speaker speaker_1: ... his hospital services is gonna be sent to his email. I know we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... get a lot of emails throughout the day, so if you don't see it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that Friday, you're more than welcome to give us a call and request for someone to send it from our office email. Um, that way maybe-

Speaker speaker_2: Okay.

Speaker speaker_1: ... it could be on the top of the inbox.

Speaker speaker_2: Okay, got you.

Speaker speaker_1: Okay.

Speaker speaker_2: Okey-dokey. Well, thank you. That is all we needed, I think.

Speaker speaker_1: Of course. And then I do want to say, lastly, his medical plan does require network. Um, it's with the company called MultiPlan Network. All of his plans, medical, dental and vision do have a network provider. If you would like, I can send you their phone numbers as long-

Speaker speaker_2: Okay.

Speaker speaker_1: ... along with their website to the email that we have on file for him.

Speaker speaker_2: Yes, please. Just so we can make sure. He hasn't seen a doctor in a while, so we wanna make sure to get him set for, um, like primary care and everything and get him checked up.

Speaker speaker_1: Of course. Let's see. Okay. So I sent this from info@benefitsinacard.com, and it should be titled Network Provider Information.

Speaker speaker_2: Okay, perfect. Thank you so much for all your help. And just to make sure, just moving forward, is it now showing that I'm an authorized user, so if I ever have any, like, questions on, like, making sure things are getting, like, covered or anything like that? Um, or not covered but, like, making sure I have, like, correct info or I would need info? Can I, am I able to call in or do you have to do something specific to make sure I can call in to get info for him?

Speaker speaker_1: Um, so I did go ahead-

Speaker speaker_2: Like, just something-

Speaker speaker_1: ... and put in a note there that he did provide verbal authorization for you to receive information in regards to his account's coverage. Um, the only thing is-

Speaker speaker_2: Okay.

Speaker speaker_1: ... verbal... The only thing that verbal authorization wouldn't get you permission to or access to would be sending any information to a different email than what we have on file.

Speaker speaker_2: Oh.

Speaker speaker_1: So I did want to ask-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... if you want to add yours while I have him on the line?

Speaker speaker_2: Um, I think it's fine, 'cause I have his email on my phone also, 'cause I'm actually-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the one who helped create it.

Speaker speaker_1: All right.

Speaker speaker_2: Um, but that's, that should be fine. Um, yeah. I think that's all we needed then.

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

Speaker speaker_2: No. Thank you so much for all your help. I appreciate it.

Speaker speaker_1: You're welcome. Thank you for giving us a call today. Hope you have a wonderful rest of your day, and thank you for allowing me to assist you.

Speaker speaker_2: You as well. Thank you. Bye.

Speaker speaker_1: Bye-bye.