

Transcript: Francesca

Baez-6078947914104832-5873370512441344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Stephen Celestine. I'm calling on behalf of my mother. Um, she works at GRC Staffing and we filled out the benefits, um, um, enrollment form for her but she hasn't gotten the update, um, in that regard. So I'm just calling to get her on my update on her benefits package. Okay. So you're calling to verify the enrollment that has already been processed for her? Yes. Is she around that she can speak with us on the phone? 'Cause I do need verbal authorization from her to get into the account. Gotcha. Can you... Ma. Hey. Your mother's on the other line. Oh. Hello? Yes. Hello. Good afternoon. My name is Francesca with Benefits in a Car. How are you today? I'm good. That's great to hear. Please be advised that the line may be monitored and recorded for quality assurance purposes. Do you give me authorization to go into your account with your son on the line to check on your enrollment status? Yes, ma'am. What are the last four of your Social? Uh, 9774. And the last name? Celestine. Mary Celestine? Yes, ma'am. All right. And could you guys verify the mailing address and date of birth to make sure I'm in the right account? August 16th, 1962. Five one five. The address? Mm-hmm. 5557 Loganville, Georgia 30052. What is the ZIP code, I'm sorry? 350052. Hmm, okay. And what is the date of birth? I'm sorry. August 16th, 1962. There we go. Okay, so both of those are correct now. I have the best phone number to reach you at 908-293-3084. Yes, that's my phone number. And I have your email down as maryguerla... Guerla. ...@gmail.com? Yes, ma'am. And celine5029@gmail.com as well? Yes, ma'am. Okay. So coverage became effective on October 28th, 2024, last Monday. The carriers would have sent out the benefit cards on the 1st- Oh, okay. ... of November. The only thing is they may not get to you 'cause your address on our system, it had the state wrong. The previous state that we had you down for, instead of it being Georgia was District of Columbia. So I'll go ahead and change that, okay? Uh-oh. Why the District of Columbia? Oh. So it shows that she went online and made the change herself. She changed it from Georgia to District of Columbia on October 13th. Hmm. Uh-oh. Okay. Yeah. You got to change it Georgia. All right. Yes. I went ahead and changed it once she verified it. So what I'm gonna go ahead and do is bare- um, place you guys in a brief hold to download her benefit cards so I can email them to you guys. That way she'll have access to them. All right. Perfect. Okay. Okay. So you guys need me- Okay. ... to put in a second request for my order of those benefit cards to be sent to her new address? Yes, please. All right. So I should be back in within five minutes or so, okay? Okay. Thank you. Thank you. Bear with me one moment. Thank you so much for holding. I appreciate it. I'm gonna go ahead and send the PDF files which will be those digital copies of her benefit card to the emails that both of them that we have on file. All right, perfect. All right and it will be coming in from info@benefits.in.carr. Okay. If it doesn't show right away on the inbox it might

be on the spam or junk mail. Mm-hmm. And then I know her medical and dental are going to look very similar since it is with the same carrier. Okay. They will... in the left bottom corner where it says plan which ones they are. So best way to also tell them apart is the dental will say Carington on it in big letters and the medical one will not. Okay. All right and then lastly she has FreeRx membership so there is an additional registration that needs to be completed for that. Um, once her coverage became active they should have sent out the welcome registration email but if you would like I can resend her another email with the links and the steps for the registration. Please do. All right go ahead and send those out. And then the medical as well as the dental and vision cards, so most of they should be taken to get to you guys by mail now should be three to four months max. I mean three to four weeks sorry, um, max. If it get to the fourth week and you have not see it please give us a call back on the following Monday so we can take a look into that request. All right. All right, I believe you guys are all set. Was there anything else that I may assist you with today? And, um, we should be able to find who's in her network, um, how would she go about finding, uh, physicians in the network? So on that email I did go ahead and send all of the network providers informations for all three of her benefits; medical, dental and vision. Oh, okay. Her current benefits don't have a network requirement but I know it could make it easier for you guys to be able to locate the carriers. I mean not carriers the providers, sorry, um, that do work with her specific insurance carrier. So that email should contain all three of their phone numbers along with their websites for you guys. Perfect. All right. Sounds good. All right. Well then with that being said I do hope you guys have a wonderful rest of your day, um, if you guys run into any other issues don't hesitate to give us a call back. And I almost forgot to actually ask, for her group accident it shows that she still hasn't selected a beneficiary. Will she be able to provide one today? I just need their first and last name and their relationship to you. Um, it could be the son- I'm sorry. ... Monsort. Monsort. All right. Can I have you spell that please? M-O-N-S-O-R-T. M-O-N-S-O-R-T? Mm-hmm. And is it gonna be the same last name as hers? Yes. And that is uh, Celestine, correct? Yep. C-E-L-E-S-T-I-N-E And you said that it's her son, correct? That's my son, yeah. And it's a S now, that's right? In Monsort? I actually put it down as a C. Is it supposed to be an S as in Sam instead of a C as in Charlie? Yeah. Yeah it's M-O-N-S- Mm-hmm. ... O-R-T. Right. There we go. Okay so I change it and I correct it. M-O-N-S as in Sam O-R-T. No, no. No S, no S. So it's M-O-N-S as in Frank. Oh F as in Frank okay there we go. Sorry about that. It's all good. All right. S-O-R-T here we go. Yep. All right all set was there anything else I can assist you with today? Nope. That's all. All right if you guys have any other questions of concerns anything related to her insurance policy it will be us that she can speak with and we'll be able to assist her. If we don't have the information we can always guide you to the right department that would. Um, now anything in regards to her hours pay stubs or anything job related that is not insurance related that will be directly with her staffing company okay? All right sounds good. I hope you have a wonderful rest of your day thank you for your time today. All right 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 a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. My name is Stephen Celestine. I'm calling on behalf of my mother. Um, she works at GRC Staffing and we filled out the benefits, um, um, enrollment form for her but she hasn't gotten the update, um, in that regard. So I'm just calling to get her on my update on her benefits package.

Speaker speaker_1: Okay. So you're calling to verify the enrollment that has already been processed for her?

Speaker speaker_2: Yes.

Speaker speaker_1: Is she around that she can speak with us on the phone? 'Cause I do need verbal authorization from her to get into the account.

Speaker speaker_2: Gotcha. Can you... Ma.

Speaker speaker_3: Hey.

Speaker speaker_2: Your mother's on the other line.

Speaker speaker_3: Oh. Hello?

Speaker speaker_1: Yes. Hello. Good afternoon. My name is Francesca with Benefits in a Car. How are you today?

Speaker speaker_3: I'm good.

Speaker speaker_1: That's great to hear. Please be advised that the line may be monitored and recorded for quality assurance purposes. Do you give me authorization to go into your account with your son on the line to check on your enrollment status?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_3: Uh, 9774.

Speaker speaker_1: And the last name?

Speaker speaker_3: Celestine.

Speaker speaker_1: Mary Celestine?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: All right. And could you guys verify the mailing address and date of birth to make sure I'm in the right account?

Speaker speaker_3: August 16th, 1962.

Speaker speaker_2: Five one five.

Speaker speaker_3: The address?

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: 5557 Loganville, Georgia 30052.

Speaker speaker_1: What is the ZIP code, I'm sorry?

Speaker speaker_3: 350052.

Speaker speaker_1: Hmm, okay. And what is the date of birth? I'm sorry.

Speaker speaker_3: August 16th, 1962.

Speaker speaker_1: There we go. Okay, so both of those are correct now. I have the best phone number to reach you at 908-293-3084.

Speaker speaker_3: Yes, that's my phone number.

Speaker speaker_1: And I have your email down as maryguerla...

Speaker speaker_3: Guerla.

Speaker speaker_1: ...@gmail.com?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: And celine5029@gmail.com as well?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. So coverage became effective on October 28th, 2024, last Monday. The carriers would have sent out the benefit cards on the 1st-

Speaker speaker_3: Oh, okay.

Speaker speaker_1: ... of November. The only thing is they may not get to you 'cause your address on our system, it had the state wrong. The previous state that we had you down for, instead of it being Georgia was District of Columbia. So I'll go ahead and change that, okay?

Speaker speaker_3: Uh-oh.

Speaker speaker_2: Why the District of Columbia?

Speaker speaker_3: Oh.

Speaker speaker_1: So it shows that she went online and made the change herself. She changed it from Georgia to District of Columbia on October 13th.

Speaker speaker_2: Hmm.

Speaker speaker_3: Uh-oh.

Speaker speaker_2: Okay. Yeah. You got to change it Georgia.

Speaker speaker_1: All right. Yes. I went ahead and changed it once she verified it. So what I'm gonna go ahead and do is bare- um, place you guys in a brief hold to download her benefit cards so I can email them to you guys. That way she'll have access to them.

Speaker speaker_2: All right. Perfect.

Speaker speaker_3: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: So you guys need me-

Speaker speaker_3: Okay.

Speaker speaker_1: ... to put in a second request for my order of those benefit cards to be sent to her new address?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All right. So I should be back in within five minutes or so, okay?

Speaker speaker_3: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Bear with me one moment. Thank you so much for holding. I appreciate it. I'm gonna go ahead and send the PDF files which will be those digital copies of her benefit card to the emails that both of them that we have on file.

Speaker speaker_4: All right, perfect.

Speaker speaker_1: All right and it will be coming in from info@benefits.in.carr.

Speaker speaker_4: Okay.

Speaker speaker_1: If it doesn't show right away on the inbox it might be on the spam or junk mail.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: And then I know her medical and dental are going to look very similar since it is with the same carrier.

Speaker speaker_4: Okay.

Speaker speaker_1: They will... in the left bottom corner where it says plan which ones they are. So best way to also tell them apart is the dental will say Carington on it in big letters and the medical one will not.

Speaker speaker_4: Okay.

Speaker speaker_1: All right and then lastly she has FreeRx membership so there is an additional registration that needs to be completed for that. Um, once her coverage became active they should have sent out the welcome registration email but if you would like I can

resend her another email with the links and the steps for the registration.

Speaker speaker_4: Please do.

Speaker speaker_1: All right go ahead and send those out. And then the medical as well as the dental and vision cards, so most of they should be taken to get to you guys by mail now should be three to four months max. I mean three to four weeks sorry, um, max. If it get to the fourth week and you have not see it please give us a call back on the following Monday so we can take a look into that request.

Speaker speaker_4: All right.

Speaker speaker_1: All right, I believe you guys are all set. Was there anything else that I may assist you with today?

Speaker speaker_4: And, um, we should be able to find who's in her network, um, how would she go about finding, uh, physicians in the network?

Speaker speaker_1: So on that email I did go ahead and send all of the network providers informations for all three of her benefits; medical, dental and vision.

Speaker speaker_4: Oh, okay.

Speaker speaker_1: Her current benefits don't have a network requirement but I know it could make it easier for you guys to be able to locate the carriers. I mean not carriers the providers, sorry, um, that do work with her specific insurance carrier. So that email should contain all three of their phone numbers along with their websites for you guys.

Speaker speaker_4: Perfect. All right. Sounds good.

Speaker speaker_1: All right. Well then with that being said I do hope you guys have a wonderful rest of your day, um, if you guys run into any other issues don't hesitate to give us a call back. And I almost forgot to actually ask, for her group accident it shows that she still hasn't selected a beneficiary. Will she be able to provide one today? I just need their first and last name and their relationship to you.

Speaker speaker_4: Um, it could be the son-

Speaker speaker_1: I'm sorry.

Speaker speaker_4: ... Monsort. Monsort.

Speaker speaker_1: All right. Can I have you spell that please?

Speaker speaker_4: M-O-N-S-O-R-T.

Speaker speaker_1: M-O-N-S-O-R-T?

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: And is it gonna be the same last name as hers?

Speaker speaker_4: Yes.

Speaker speaker_1: And that is uh, Celestine, correct?

Speaker speaker_4: Yep. C-E-L-E-S-T-I-N-E

Speaker speaker_1: And you said that it's her son, correct?

Speaker speaker_4: That's my son, yeah. And it's a S now, that's right? In Monsort?

Speaker speaker_1: I actually put it down as a C. Is it supposed to be an S as in Sam instead of a C as in Charlie?

Speaker speaker_4: Yeah. Yeah it's M-O-N-S-

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: ... O-R-T.

Speaker speaker_1: Right. There we go. Okay so I change it and I correct it. M-O-N-S as in Sam O-R-T.

Speaker speaker_4: No, no. No S, no S. So it's M-O-N-S as in Frank.

Speaker speaker_1: Oh F as in Frank okay there we go. Sorry about that.

Speaker speaker_4: It's all good.

Speaker speaker_1: All right. S-O-R-T here we go.

Speaker speaker_4: Yep.

Speaker speaker_1: All right all set was there anything else I can assist you with today?

Speaker speaker_4: Nope. That's all.

Speaker speaker_1: All right if you guys have any other questions of concerns anything related to her insurance policy it will be us that she can speak with and we'll be able to assist her. If we don't have the information we can always guide you to the right department that would. Um, now anything in regards to her hours pay stubs or anything job related that is not insurance related that will be directly with her staffing company okay?

Speaker speaker_4: All right sounds good.

Speaker speaker_1: I hope you have a wonderful rest of your day thank you for your time today.

Speaker speaker_4: All right thank you bye-bye.

Speaker speaker_1: Bye.