

Transcript: Francesca

Baez-6400775027474432-5647697642831872

Full Transcript

Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Hi, Francesca. I was looking for, um... How do I find out my insurance card for my job? I just started there three weeks ago. What staffing company do you work with? Um, I work- well, I'm a contractor, so do you want the contractor or the actual location, the job? So we administer the health benefits of the staffing companies with all of the staffing companies in the United States. I will need the name of your staffing company to be able to get into the right system to look at your account. Okay, it's TRC Solutions. What are the last four of your Social? 1962. And lastly, what is the last name? Savage. Good. To make sure that I have located the correct account, can you please verify your mailing address and date of birth? Yeah. So 4090 Pisgah and that was where I work. The Compstat Trail, uh, Connolly, Georgia, 30288. And my birthday's January 2nd, 1992. We have the best form of contact since caller ID shows you're calling on 770-231-6644. Yes, ma'am. And lastly, I have your email down as first and last name 92 at gmail.com? Yes, ma'am. Mm-hmm. So actually, Ms. Savage, your benefit cards are not available yet. We haven't received a payment to activate the policy. Really? Yes, ma'am. Okay. Have you seen any deductions on your paycheck or anything totaling to 45.31? Um, no. I saw a couple things that said BCEE or something like that, so I thought maybe that might have been it, but okay. Understood. If you do look back at it and you do see any of those deductions for your benefits by VIP Plus or Dental Vision on it give us a call so we can open an investigation into it if you did get deducted. Okay. Oh, oh, uh, yeah, 'cause the only reason I thought so was because I saw a couple things like, um, BCEE or BCV and I just knew that meant Blue Cross Vision, Blue Cross... so I was like okay it's got, starting to pick out, but okay. Okay. Um, actually, Ms. Savage none of these plans are with Blue Cross Blue Shield 'cause these are PPO limited plans. Mm-hmm. The carriers will be American Public Life and MetLife, but you don't, we don't- Okay. ... offer any Blue Cross Blue Shield services that your staffing company TRC may offered. Um, the ones that you're enrolled into might have IMA or BIC, I believe next to the name- Okay. ... of the actual plan. All right. Thank you so, so very much. Of course. Was there anything else that we can assist you with aside from that? No, ma'am. I appreciate you. Thank you, ma'am. I hope you have a wonderful rest of your day and thank you for giving us a call today. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I was looking for, um... How do I find out my insurance card for my job? I just started there three weeks ago.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, I work- well, I'm a contractor, so do you want the contractor or the actual location, the job?

Speaker speaker_0: So we administer the health benefits of the staffing companies with all of the staffing companies in the United States. I will need the name of your staffing company to be able to get into the right system to look at your account.

Speaker speaker_1: Okay, it's TRC Solutions.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 1962.

Speaker speaker_0: And lastly, what is the last name?

Speaker speaker_1: Savage.

Speaker speaker_0: Good. To make sure that I have located the correct account, can you please verify your mailing address and date of birth?

Speaker speaker_1: Yeah. So 4090 Pisgah and that was where I work. The Compstat Trail, uh, Connolly, Georgia, 30288. And my birthday's January 2nd, 1992.

Speaker speaker_0: We have the best form of contact since caller ID shows you're calling on 770-231-6644.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And lastly, I have your email down as first and last name 92 at gmail.com?

Speaker speaker_1: Yes, ma'am. Mm-hmm.

Speaker speaker_0: So actually, Ms. Savage, your benefit cards are not available yet. We haven't received a payment to activate the policy.

Speaker speaker_1: Really?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Have you seen any deductions on your paycheck or anything totaling to 45.31?

Speaker speaker_1: Um, no. I saw a couple things that said BCEE or something like that, so I thought maybe that might have been it, but okay.

Speaker speaker_0: Understood. If you do look back at it and you do see any of those deductions for your benefits by VIP Plus or Dental Vision on it give us a call so we can open an investigation into it if you did get deducted.

Speaker speaker_1: Okay. Oh, oh, uh, yeah, 'cause the only reason I thought so was because I saw a couple things like, um, BCEE or BCV and I just knew that meant Blue Cross Vision, Blue Cross... so I was like okay it's got, starting to pick out, but okay.

Speaker speaker_0: Okay. Um, actually, Ms. Savage none of these plans are with Blue Cross Blue Shield 'cause these are PPO limited plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The carriers will be American Public Life and MetLife, but you don't, we don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... offer any Blue Cross Blue Shield services that your staffing company TRC may offered. Um, the ones that you're enrolled into might have IMA or BIC, I believe next to the name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of the actual plan.

Speaker speaker_1: All right. Thank you so, so very much.

Speaker speaker_0: Of course. Was there anything else that we can assist you with aside from that?

Speaker speaker_1: No, ma'am. I appreciate you.

Speaker speaker_0: Thank you, ma'am. I hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Bye.