

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Uh, hi, my name is Nyasia Bragg. I work, um, at Surge, and I spoke to a girl named Amy, and she gave me this number to call about my benefits coverage, um, because I still haven't received a card yet, and I was wondering about the insurance. Understood. Let's go ahead and take a look at your account. Okay. What are the last four of the social? 5940. What? Are you speaking with me, ma'am? I'm sorry, what'd you say? I didn't say anything, ma'am. I was waiting for my system. Oh, okay. I'm sorry. It's okay. Could you please verify your mailing address and date of birth? Yes, it'd be 325 DuPont Drive, Seymour, Indiana, 47274. My date of birth is 5/15/2003. I have the best phone number to reach you down as 812-820-0530 with the email of braggnyasia@gmail.com. Um, is there a 26 in there? It should be braggnyasia26@gmail.com. Yes, ma'am. Okay. So you actually don't have coverage, ma'am. Uh, what, what do I do about that? If you would like to, you're more than welcome to enroll. You're still within your personal enrollment period. I just have to do an eligibility review to see if those 30 days are passed or if you still have time leftover from... 'Cause you had work with them back in 2024, which makes you a rehire. Yeah. So we will need to do an eligibility review for that. Okay. How long will that take? It takes roughly 24 to 48 hours for us to hear back from them. Okay. And then would you give me a call or what would happen? Yes, ma'am. I'll give you a call with the results. Okay. Yeah. Cause I, I, I really need to see about it though. Okay. Is there a specific time frame where you would like me to try to do that callback at? Or as soon as I hear back from those, okay to call you at any time? Uh, what are your hours? Uh, me particularly, 8:00 AM to 5:00 PM. 5:00 PM. Eh, the best time would be Mondays, Tuesdays, or Thursdays, um, around 2:30 PM. Okay. And you said Thursdays, right? Monday, Tuesday, Thursday? Yeah. And would you like me to try that after 2:30 PM? Yeah. Yeah, after 2:30 PM. Okay. All right, I made a note for it for myself. Just no later than 5:00, okay? Understood. All right. All right, and then the... Oh, after 2:30. Yes, ma'am. I was gonna say, and then the other thing is I'm gonna be sending you a copy of search benefits so that while we're waiting on that eligibility review, you're able to view which plans they're currently offering. Okay. Okay, cool. All right, it's gonna be coming from info at Benefits in a Cart, and it will be titled Benefit Guide. Is it coming in the, in my email? Yes, ma'am. Okay, all right. So should I just look at that? Yes. It's gonna be a PDF file. It will provide you with the names of the plans, whether or not you're putting a dependent the price of yourself, yourself and a dependent, or yourself and a full family in there. Okay. All right. And I look forward to giving you that callback as soon as I have an answer back from the front office. All right, thank you so much. Bye. My pleasure. Have a great day, and thank you for calling Benefits in a Cart today.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, hi, my name is Nyasia Bragg. I work, um, at Surge, and I spoke to a girl named Amy, and she gave me this number to call about my benefits coverage, um, because I still haven't received a card yet, and I was wondering about the insurance.

Speaker speaker_0: Understood. Let's go ahead and take a look at your account.

Speaker speaker_1: Okay.

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

Speaker speaker_1: 5940. What?

Speaker speaker_0: Are you speaking with me, ma'am?

Speaker speaker_1: I'm sorry, what'd you say?

Speaker speaker_0: I didn't say anything, ma'am. I was waiting for my system.

Speaker speaker_1: Oh, okay. I'm sorry.

Speaker speaker_0: It's okay. Could you please verify your mailing address and date of birth?

Speaker speaker_1: Yes, it'd be 325 DuPont Drive, Seymour, Indiana, 47274. My date of birth is 5/15/2003.

Speaker speaker_0: I have the best phone number to reach you down as 812-820-0530 with the email of braggnyasia@gmail.com.

Speaker speaker_1: Um, is there a 26 in there? It should be braggnyasia26@gmail.com.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: So you actually don't have coverage, ma'am.

Speaker speaker_1: Uh, what, what do I do about that?

Speaker speaker_0: If you would like to, you're more than welcome to enroll. You're still within your personal enrollment period. I just have to do an eligibility review to see if those 30 days are passed or if you still have time leftover from... 'Cause you had work with them back in 2024, which makes you a rehire.

Speaker speaker_1: Yeah.

Speaker speaker_0: So we will need to do an eligibility review for that.

Speaker speaker_1: Okay. How long will that take?

Speaker speaker_0: It takes roughly 24 to 48 hours for us to hear back from them.

Speaker speaker_1: Okay. And then would you give me a call or what would happen?

Speaker speaker_0: Yes, ma'am. I'll give you a call with the results.

Speaker speaker_1: Okay. Yeah. Cause I, I, I really need to see about it though.

Speaker speaker_0: Okay. Is there a specific time frame where you would like me to try to do that callback at? Or as soon as I hear back from those, okay to call you at any time?

Speaker speaker_1: Uh, what are your hours?

Speaker speaker_0: Uh, me particularly, 8:00 AM to 5:00 PM.

Speaker speaker_1: 5:00 PM. Eh, the best time would be Mondays, Tuesdays, or Thursdays, um, around 2:30 PM.

Speaker speaker_0: Okay. And you said Thursdays, right? Monday, Tuesday, Thursday?

Speaker speaker_1: Yeah.

Speaker speaker_0: And would you like me to try that after 2:30 PM?

Speaker speaker_1: Yeah. Yeah, after 2:30 PM.

Speaker speaker_0: Okay. All right, I made a note for it for myself.

Speaker speaker_1: Just no later than 5:00, okay?

Speaker speaker_0: Understood.

Speaker speaker_1: All right.

Speaker speaker_0: All right, and then the...

Speaker speaker_1: Oh, after 2:30.

Speaker speaker_0: Yes, ma'am. I was gonna say, and then the other thing is I'm gonna be sending you a copy of search benefits so that while we're waiting on that eligibility review, you're able to view which plans they're currently offering.

Speaker speaker_1: Okay. Okay, cool.

Speaker speaker_0: All right, it's gonna be coming from info at Benefits in a Cart, and it will be titled Benefit Guide.

Speaker speaker_1: Is it coming in the, in my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, all right. So should I just look at that?

Speaker speaker_0: Yes. It's gonna be a PDF file. It will provide you with the names of the plans, whether or not you're putting a dependent the price of yourself, yourself and a

dependent, or yourself and a full family in there.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And I look forward to giving you that callback as soon as I have an answer back from the front office.

Speaker speaker_1: All right, thank you so much. Bye.

Speaker speaker_0: My pleasure. Have a great day, and thank you for calling Benefits in a Cart today.