

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, sir? Um, hello. My name is Stefan Dunwell. Um, I have the plan with my job at Newell Brands. I just haven't gotten a card. Okay. What is the staffing company name that you have your benefits with now that is still here with you now? Uh, Focus. What are the last four of your Social? 2175. For security purposes, can you please verify your mailing address and date of birth? 1169 Spruce Court, Kent, Ohio 44240. January 30, 1999. All right. We show the best phone number to reach you down as ... same as caller ID shows you calling on 3/30/541-1630? Yes. We have your email down as first and last name at gmail.com? Correct. Two, one, two, three. Hmm. We do have not receive any benefit cards title in the mail. No. Just double checking. We did say that address is 910 Morris Road, Apartment Number 3? No. That's not my address. So that would be why. You haven't received them because we have your old address on file. Yeah, who- The one that you provided- I provided this address. ... was very similar- It's just that my ID has a different address. So what I was trying to say is the one that you provided was switched to that address. It shows that they changed it due to a form that was received. See if I can get a hands of that. Oh, okay. So it would be what you just stated. The reason why it was changed is 'cause a notification was sent that your ID address changed. Yes, change it to my current address. Yes, sir. I can change it back to the one that we previously had, the one that you- The 1169? Mm-hmm, Spruce Court. S-P-U-C-E Court? No, S-P-R-U-C-E. And after the S-S, a P as in Peter, right? Yes, like spruce as in the, the tree. Okay. Bear with me one moment. And then it shows that the only thing really different was the street address, right? It's still Kent City, Ohio 44240? Correct. Okay. So I'll- All right. W- ... look again. Okay. Okay. And then what I was gonna say is what I can do is I can go ahead and send you digital copies to your email of those benefit cards. Great. Did you want me to request for them to also send you another mail copy to the house? 'Cause it has already been 30 days, so I'm able to put a second request if you wish to, since the first one you weren't able to get them. Uh, yes, please. All right. So let me place you in a very brief hold. It should be less than five minutes while I download them and send that ticket out. Okay? Um, one second though. Mm-hmm. Am I able to use this at CVS Minute Clinic? For medical? Yes. So I'm not too sure just due to the fact that your plan has a network requirement 'cause you enrolled into the medical preventative care plan. So I'm not sure if that visit will be covered. It will be best advisable to speak with your carrier, which is 90 Degree. Okay. All right. Well, thank you. So just- Mm-hmm. ... stay on hold? Yes, sir. I'll go ahead and place you in that brief hold and I'll be right back. All right. Thank you. Thank you so much for holding, sir. I appreciate it. So I sent you an email with a total of three PDF files, which would be your benefit cards, and the email is also gonna have the network requirement for all three of your plans. The only one that has the network requirement is your medical. But your essential engagement carriers, Draft,

and people that are listed in those ... for the members just in the event that you're finding it hard to locate someone that does approve their insurance. Okay. All right. And then before I get you transferred over to your carrier to see whether or not that medical visit will be covered, was there anything else I can assist you with today prior to transferring you? Um, no, that'll be all. All right. Bear with me one moment while I transfer you to an agent quickly. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir?

Speaker speaker_1: Um, hello. My name is Stefan Dunwell. Um, I have the plan with my job at Newell Brands. I just haven't gotten a card.

Speaker speaker_0: Okay. What is the staffing company name that you have your benefits with now that is still here with you now?

Speaker speaker_1: Uh, Focus.

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

Speaker speaker_1: 2175.

Speaker speaker_0: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_1: 1169 Spruce Court, Kent, Ohio 44240. January 30, 1999.

Speaker speaker_0: All right. We show the best phone number to reach you down as ... same as caller ID shows you calling on 3/30/541-1630?

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as first and last name at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Two, one, two, three. Hmm. We do have not receive any benefit cards title in the mail.

Speaker speaker_1: No.

Speaker speaker_0: Just double checking. We did say that address is 910 Morris Road, Apartment Number 3?

Speaker speaker_1: No. That's not my address.

Speaker speaker_0: So that would be why. You haven't received them because we have your old address on file.

Speaker speaker_1: Yeah, who-

Speaker speaker_0: The one that you provided-

Speaker speaker_1: I provided this address.

Speaker speaker_0: ... was very similar-

Speaker speaker_1: It's just that my ID has a different address.

Speaker speaker_0: So what I was trying to say is the one that you provided was switched to that address. It shows that they changed it due to a form that was received. See if I can get a hands of that. Oh, okay. So it would be what you just stated. The reason why it was changed is 'cause a notification was sent that your ID address changed.

Speaker speaker_1: Yes, change it to my current address.

Speaker speaker_0: Yes, sir. I can change it back to the one that we previously had, the one that you-

Speaker speaker_1: The 1169?

Speaker speaker_0: Mm-hmm, Spruce Court. S-P-U-C-E Court?

Speaker speaker_1: No, S-P-R-U-C-E.

Speaker speaker_0: And after the S-S, a P as in Peter, right?

Speaker speaker_1: Yes, like spruce as in the, the tree.

Speaker speaker_0: Okay. Bear with me one moment. And then it shows that the only thing really different was the street address, right? It's still Kent City, Ohio 44240?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I'll-

Speaker speaker_1: All right. W-

Speaker speaker_0: ... look again.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And then what I was gonna say is what I can do is I can go ahead and send you digital copies to your email of those benefit cards.

Speaker speaker_1: Great.

Speaker speaker_0: Did you want me to request for them to also send you another mail copy to the house? 'Cause it has already been 30 days, so I'm able to put a second request if you wish to, since the first one you weren't able to get them.

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: All right. So let me place you in a very brief hold. It should be less than five minutes while I download them and send that ticket out. Okay?

Speaker speaker_1: Um, one second though.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Am I able to use this at CVS Minute Clinic?

Speaker speaker_0: For medical?

Speaker speaker_1: Yes.

Speaker speaker_0: So I'm not too sure just due to the fact that your plan has a network requirement 'cause you enrolled into the medical preventative care plan. So I'm not sure if that visit will be covered. It will be best advisable to speak with your carrier, which is 90 Degree.

Speaker speaker_1: Okay. All right. Well, thank you. So just-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... stay on hold?

Speaker speaker_0: Yes, sir. I'll go ahead and place you in that brief hold and I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Thank you. Thank you so much for holding, sir. I appreciate it. So I sent you an email with a total of three PDF files, which would be your benefit cards, and the email is also gonna have the network requirement for all three of your plans. The only one that has the network requirement is your medical. But your essential engagement carriers, Draft, and people that are listed in those ... for the members just in the event that you're finding it hard to locate someone that does approve their insurance.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. And then before I get you transferred over to your carrier to see whether or not that medical visit will be covered, was there anything else I can assist you with today prior to transferring you?

Speaker speaker_2: Um, no, that'll be all.

Speaker speaker_0: All right. Bear with me one moment while I transfer you to an agent quickly.

Speaker speaker_2: Thank you.

Speaker speaker_0: Thank you.