

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, I'm calling about my dental plan. Yes. So how can we help you regarding it? Uh-huh. I wanna, uh, make a payment. I thought you was gonna take it out, maybe... Maybe you didn't. Maybe I didn't have it set up. And that's for my- Um, excuse me. Go ahead. Mm-hmm? No, go ahead. No, I'm just... I was just saying that's, that's from my Aramark, right? When I chose to, uh, keep my, um, dental insurance. Okay. So what I was gonna say is, with the administrators for the health coverage that the staffing companies offer their actively working employees, I can take a look and see if you- Oh. ... were with a staffing company and that insurance. But if it was not through a staffing company, you might be calling the wrong number. No, it's probably WorkSmart. Okay. And the last part of the social? 7509. And the last name? Gordon. Can you please verify the mailing address and date of birth? Mm-hmm. It's 150 Howell Circle. That's on G- Greenville, South Carolina, 29615. And you said the what? The date of birth. What else? Oh, date, 5/22/61. We have the best contact information, same phone number you called on, 864-337-8943, with the email of sis.sks7@gmail.com. Right. Now, is this... Is this in regards to my medical insurance or the life insurance? So with WorkSmart, you only have a medical preventative plan, which you were auto-enrolled per their company policy, so you don't have any other vision or dental benefits, just that medical preventative. Well, I need that because I don't even have the medical number, like if I wanted to go to the doctor. Sure thing, ma'am. Keep in mind, this is a medical preventative plan, so your doctor's visits, emergency room, urgent care/surgeries, they're not covered under it 'cause those are not preventative services. Specifically speaking, what it's going to cover is your annual physical, your screenings for your blood pressure, your iron deficiency, your preventative counselings of a healthy diet or avoiding the UV exposures from the sun along with the preventative immunizations for influenza, tetanus or varicella. And it does have a net requirement, so there's a specific list of places and doctors that you need to go to in order for the insurance to cover those preventative services mentioned. Could you... Could I be, uh, sent that? And, and I know I probably need to make a payment 'cause we were on a shutdown. How much am I la- uh, do I need to pay to take my, uh, insurance out of lapse? Okay. So this is the first week of lapse in coverage. You're being charged \$16.32 per paycheck. So it would be those \$16.32 that you will have to pay in order for it to go back active for this week. Well, I was just... Um, do the... Can I do 32 and just add it for two weeks? 'Cause I probably won't get a full check until in two weeks. Unfortunately, since these are weekly benefits, that are based- Oh, all right. ... on whether or not you are currently working. Mm-hmm. You can only make for the present week and you're only allowed to make four payments in total out of pocket, due to the fact that by the fifth consecutive week of they're not being a deduction for a pay stub, the system is going to cancel it. Gotcha. Yeah. No, um, no... We... I don't know whether you all

were aware of it, but that's what happened. I'm still working, I'm... I just went back last night. So, uh, what do you need for a one-time payment? Okay. It will need to be a card. Um, only thing being is we do not take American Express. I can't hear you. Say that again. We do not take American Express, so you'll have to use either a Visa, Discovery or Mastercards for your payment. Oh. Isn't that something? Yeah, I got a... I got a, um, Mastercard. Did you say Mastercard? Yes, ma'am. American Express is the only one that we do not accept. Oh, yeah, yeah. That's, um... We used to eat with that back long, long ago. That's what... Travelers. All right, I'm ready. You ready? Go ahead. All right, let's see. The card number, I have to be c-kind of quiet. 5424... 3247... 1705... 9340. What is- Hmm? No, go ahead. Did you get that? Yes, ma'am. And then what else? The other information will be that expiration day. 11/28. And lastly, the code on the back. 931. 931? Mm-hmm. And it has the same billing address of that 150 Howell Circle, correct? That's correct, mm-hmm. All right, so then this is the... We're of a disclosure, Mr. Gordon, that you're authorizing Benefits In Our Card to make the deduction of \$16.32 from your MasterCard ending in 9340 today, April 30th for your benefits from April 28th till May 4th. Correct? That's correct. Mm-hmm. All right. So our system is going to send you a receipt to the email that we have on file of you. Yes. And- Do you- Mm-hmm. I was gonna ask, do you want to write down your confirmation code just in case? Yeah. Uh, let me put this pen out. Shoulda had it ready. All right. Confirmation code. All right, I'm ready. All right. It's going to be 422... Let's see. 422, mm-hmm. 372. 370. All right. And, um, wha- should I, um, do my annual exam, where would I... You said that there's only a certain... Is that, uh, all- all of the confirmation number? Yes. Ma'am, it's only six digits long. Mm-hmm. Now, now, I, I don't think I, I was ever mailed. Do I need to go back into, um, my, where I'm, um, staff at and get it or could you wa- could you send me something through the email that gives me that, um, information for my enrollment? Yes, ma'am. So I'm gonna send you a copy of your benefit card through email. You're also gonna be receiving- Yes. ... a phone number for the... There we go. You're gonna get a phone number for the MultiPlan Network. They're the company that will have the specific list of offices and providers for you need to go to. Mm-hmm. And then there's going to be the attached benefit guide with the name of your current plan. All right. All right. And then all of this is gonna be coming- All right. Thank you. Of course. All of this will be coming from our office email, which is info@benefitsinourcard and is gonna be titled Benefit Guide. Mm-hmm. Thank you. Of course. Now aside from taking this payment and sending you that policy information, was there anything else we can assist you with today? No. That'll be all. Thank you. Of course. It was my pleasure. I hope you have a wonderful rest of your day. And for future references, if you have any questions whatsoever about your insurance, feel free to give us a call. If we do not have that information, we can get you over to the right company that will be able to give you that information. Thank you. I appreciate it. I got it. It was my pleasure. Mm-hmm. All right. Enjoy the rest of your day. Thank you. You too. And bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I'm calling about my dental plan.

Speaker speaker_0: Yes. So how can we help you regarding it?

Speaker speaker_1: Uh-huh. I wanna, uh, make a payment. I thought you was gonna take it out, maybe... Maybe you didn't. Maybe I didn't have it set up. And that's for my-

Speaker speaker_0: Um, excuse me. Go ahead.

Speaker speaker_1: Mm-hmm?

Speaker speaker_0: No, go ahead.

Speaker speaker_1: No, I'm just... I was just saying that's, that's from my Aramark, right? When I chose to, uh, keep my, um, dental insurance.

Speaker speaker_0: Okay. So what I was gonna say is, with the administrators for the health coverage that the staffing companies offer their actively working employees, I can take a look and see if you-

Speaker speaker_1: Oh.

Speaker speaker_0: ... were with a staffing company and that insurance. But if it was not through a staffing company, you might be calling the wrong number.

Speaker speaker_1: No, it's probably WorkSmart.

Speaker speaker_0: Okay. And the last part of the social?

Speaker speaker_1: 7509.

Speaker speaker_0: And the last name?

Speaker speaker_1: Gordon.

Speaker speaker_0: Can you please verify the mailing address and date of birth?

Speaker speaker_1: Mm-hmm. It's 150 Howell Circle. That's on G- Greenville, South Carolina, 29615. And you said the what?

Speaker speaker_0: The date of birth.

Speaker speaker_1: What else? Oh, date, 5/22/61.

Speaker speaker_0: We have the best contact information, same phone number you called on, 864-337-8943, with the email of sis.sks7@gmail.com.

Speaker speaker_1: Right. Now, is this... Is this in regards to my medical insurance or the life insurance?

Speaker speaker_0: So with WorkSmart, you only have a medical preventative plan, which you were auto-enrolled per their company policy, so you don't have any other vision or dental benefits, just that medical preventative.

Speaker speaker_1: Well, I need that because I don't even have the medical number, like if I wanted to go to the doctor.

Speaker speaker_0: Sure thing, ma'am. Keep in mind, this is a medical preventative plan, so your doctor's visits, emergency room, urgent care/surgeries, they're not covered under it 'cause those are not preventative services. Specifically speaking, what it's going to cover is your annual physical, your screenings for your blood pressure, your iron deficiency, your preventative counselings of a healthy diet or avoiding the UV exposures from the sun along with the preventative immunizations for influenza, tetanus or varicella. And it does have a net requirement, so there's a specific list of places and doctors that you need to go to in order for the insurance to cover those preventative services mentioned.

Speaker speaker_1: Could you... Could I be, uh, sent that? And, and I know I probably need to make a payment 'cause we were on a shutdown. How much am I la- uh, do I need to pay to take my, uh, insurance out of lapse?

Speaker speaker_0: Okay. So this is the first week of lapse in coverage. You're being charged \$16.32 per paycheck. So it would be those \$16.32 that you will have to pay in order for it to go back active for this week.

Speaker speaker_1: Well, I was just... Um, do the... Can I do 32 and just add it for two weeks? 'Cause I probably won't get a full check until in two weeks.

Speaker speaker_0: Unfortunately, since these are weekly benefits, that are based-

Speaker speaker_1: Oh, all right.

Speaker speaker_0: ... on whether or not you are currently working.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You can only make for the present week and you're only allowed to make four payments in total out of pocket, due to the fact that by the fifth consecutive week of they're not being a deduction for a pay stub, the system is going to cancel it.

Speaker speaker_1: Gotcha. Yeah. No, um, no... We... I don't know whether you all were aware of it, but that's what happened. I'm still working, I'm... I just went back last night. So, uh, what do you need for a one-time payment?

Speaker speaker_0: Okay. It will need to be a card. Um, only thing being is we do not take American Express.

Speaker speaker_1: I can't hear you. Say that again.

Speaker speaker_0: We do not take American Express, so you'll have to use either a Visa, Discovery or Mastercards for your payment.

Speaker speaker_1: Oh. Isn't that something? Yeah, I got a... I got a, um, Mastercard. Did you say Mastercard?

Speaker speaker_0: Yes, ma'am. American Express is the only one that we do not accept.

Speaker speaker_1: Oh, yeah, yeah. That's, um... We used to eat with that back long, long ago. That's what... Travelers. All right, I'm ready. You ready?

Speaker speaker_0: Go ahead.

Speaker speaker_1: All right, let's see. The card number, I have to be c- kind of quiet. 5424... 3247... 1705... 9340.

Speaker speaker_0: What is-

Speaker speaker_1: Hmm?

Speaker speaker_0: No, go ahead.

Speaker speaker_1: Did you get that?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And then what else?

Speaker speaker_0: The other information will be that expiration day.

Speaker speaker_1: 11/28.

Speaker speaker_0: And lastly, the code on the back.

Speaker speaker_1: 931.

Speaker speaker_0: 931?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And it has the same billing address of that 150 Howell Circle, correct?

Speaker speaker_1: That's correct, mm-hmm.

Speaker speaker_0: All right, so then this is the... We're of a disclosure, Mr. Gordon, that you're authorizing Benefits In Our Cart to make the deduction of \$16.32 from your MasterCard ending in 9340 today, April 30th for your benefits from April 28th till May 4th. Correct?

Speaker speaker_1: That's correct. Mm-hmm.

Speaker speaker_0: All right. So our system is going to send you a receipt to the email that we have on file of you.

Speaker speaker_1: Yes. And-

Speaker speaker_0: Do you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I was gonna ask, do you want to write down your confirmation code just in case?

Speaker speaker_1: Yeah. Uh, let me put this pen out. Shoulda had it ready. All right. Confirmation code. All right, I'm ready.

Speaker speaker_0: All right. It's going to be 422...

Speaker speaker_1: Let's see. 422, mm-hmm.

Speaker speaker_0: 372.

Speaker speaker_1: 370. All right. And, um, wha- should I, um, do my annual exam, where would I... You said that there's only a certain... Is that, uh, all- all of the confirmation number?

Speaker speaker_0: Yes. Ma'am, it's only six digits long.

Speaker speaker_1: Mm-hmm. Now, now, I, I don't think I, I was ever mailed. Do I need to go back into, um, my, where I'm, um, staff at and get it or could you wa- could you send me something through the email that gives me that, um, information for my enrollment?

Speaker speaker_0: Yes, ma'am. So I'm gonna send you a copy of your benefit card through email. You're also gonna be receiving-

Speaker speaker_1: Yes.

Speaker speaker_0: ... a phone number for the... There we go. You're gonna get a phone number for the MultiPlan Network. They're the company that will have the specific list of offices and providers for you need to go to.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then there's going to be the attached benefit guide with the name of your current plan.

Speaker speaker_1: All right.

Speaker speaker_0: All right. And then all of this is gonna be coming-

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. All of this will be coming from our office email, which is info@benefitsinourcard and is gonna be titled Benefit Guide.

Speaker speaker_1: Mm-hmm. Thank you.

Speaker speaker_0: Of course. Now aside from taking this payment and sending you that policy information, was there anything else we can assist you with today?

Speaker speaker_1: No. That'll be all. Thank you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day. And for future references, if you have any questions whatsoever about your insurance, feel free to give us a call. If we do not have that information, we can get you over to the right company that will be able to give you that information.

Speaker speaker_1: Thank you. I appreciate it. I got it.

Speaker speaker_0: It was my pleasure.

Speaker speaker_1: Mm-hmm. All right.

Speaker speaker_0: Enjoy the rest of your day.

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