

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... my firm. My name is Francesca. How can I assist you today? Yes, ma'am. Uh, I have got my dental card but I haven't received my health card in the mail. Okay. Let's take a look and see who your carrier is. One of them does not send it through mail. It will be through email. What staffing company do you work with? Uh, Timucua and Emerson. No, ma'am, the staffing company. Oh, HD. HD as in David? H and a D as in Ural. And what are the last three of the Social? 2755. For security purposes, can you please verify the mailing address and date of birth? It's 647 Carville Road, Glasgow, Kentucky 42141 and my birthdate is 8-11-1973. And you have the best phone number to reach you too, 70-590-1468? Yes. And we have your email down as first and last name at G-L-A-S-G-O-W-qy@gmail, I mean.com. It's mandahawkins19@glasgow, G-L-A-S-G-O-W-Q-Y.com. Mm-hmm. Okay. And if I get an email, I can't print it off? Because I- I'm sorry? ... have nothing to print it off on. I, if I get an email from it, I don't have no way to get it off, no email. Like card wise. Oh, okay. So I do see here that you're on the medical preventative, so that one does get sent to the home. It was shipped out on Friday 1st. So it has been two weeks, so it could be that it's still on its way. I can offer you a digital copy while you wait for the hard copy to get to you. Would that be okay? Oh- Or was that what you meant? Uh, well I think I've got the dental but I'm not sure, but... Yeah. Okay. What, what places can I go to if, if I need to go to a dentist? So your dental card doesn't require any network. As long as they work with your carrier, which is American Public Life, you'll be able- Okay. ... to utilize it with them. Um, the only plan that you currently have that does require network will be your medical and with- Mm-hmm. ... them they have a company called MultiPlan Network. They have the list of the- Okay. ... people on the network list. I can send that to your email along with that copy of the benefit card. Okay, that'll work. All right. Let's see. So if by December 2nd you have not received the physical card in the mail, you can give us a call back. It will be 30 days after the first one was sent, so the system will allow us to put a second request for a mail order if you haven't gotten it by then. Okay. Okay, great. Thank you. Of course. All right. Thank you. I went ahead and sent the benefit card from our office email, info@benefitdentalcard. I can stay on the line if you wish, to verify that it did get to you. Mm-hmm. Let's see. Hopefully I don't lose you. I'm on my phone. And I might also p- pay the bill. I'm sorry? But they, I said I'm also at a place to pay a bill, but there's nobody in behind me so maybe I could do this real quick, check, make sure if it's in there. All right. Ugh. I'm always in a hurry and there's a car behind me. Uh, I'll, I'll just check it and I'll call you back later, okay? Understood. And let you know. Okay, thank you. My pleasure. I hope you have a wonderful rest of your day. If you ever need us we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. Okay, thanks. Bye. Have a good one. Hello. Um, I called a while ago.

Conversation Format

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

Speaker speaker_1: Thank you for calling ... my firm. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. Uh, I have got my dental card but I haven't received my health card in the mail.

Speaker speaker_1: Okay. Let's take a look and see who your carrier is. One of them does not send it through mail. It will be through email. What staffing company do you work with?

Speaker speaker_2: Uh, Timucua and Emerson.

Speaker speaker_1: No, ma'am, the staffing company.

Speaker speaker_2: Oh, HD.

Speaker speaker_1: HD as in David?

Speaker speaker_2: H and a D as in Ural.

Speaker speaker_1: And what are the last three of the Social?

Speaker speaker_2: 2755.

Speaker speaker_1: For security purposes, can you please verify the mailing address and date of birth?

Speaker speaker_2: It's 647 Carville Road, Glasgow, Kentucky 42141 and my birthdate is 8-11-1973.

Speaker speaker_1: And you have the best phone number to reach you too, 70-590-1468?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first and last name at G-L-A-S-G-O-W-qy@gmail, I mean.com.

Speaker speaker_2: It's mandahawkins19@glasgow, G-L-A-S-G-O-W-Q-Y.com.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: And if I get an email, I can't print it off? Because I-

Speaker speaker_1: I'm sorry?

Speaker speaker_2: ... have nothing to print it off on. I, if I get an email from it, I don't have no way to get it off, no email. Like card wise.

Speaker speaker_1: Oh, okay. So I do see here that you're on the medical preventative, so that one does get sent to the home. It was shipped out on Friday 1st. So it has been two weeks, so it could be that it's still on its way. I can offer you a digital copy while you wait for the hard copy to get to you. Would that be okay?

Speaker speaker_2: Oh-

Speaker speaker_1: Or was that what you meant?

Speaker speaker_2: Uh, well I think I've got the dental but I'm not sure, but... Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: What, what places can I go to if, if I need to go to a dentist?

Speaker speaker_1: So your dental card doesn't require any network. As long as they work with your carrier, which is American Public Life, you'll be able-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to utilize it with them. Um, the only plan that you currently have that does require network will be your medical and with-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... then they have a company called MultiPlan Network. They have the list of the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... people on the network list. I can send that to your email along with that copy of the benefit card.

Speaker speaker_2: Okay, that'll work.

Speaker speaker_1: All right. Let's see. So if by December 2nd you have not received the physical card in the mail, you can give us a call back. It will be 30 days after the first one was sent, so the system will allow us to put a second request for a mail order if you haven't gotten it by then.

Speaker speaker_2: Okay. Okay, great. Thank you.

Speaker speaker_1: Of course.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: I went ahead and sent the benefit card from our office email, info@benefitdentalcard. I can stay on the line if you wish, to verify that it did get to you.

Speaker speaker_2: Mm-hmm. Let's see. Hopefully I don't lose you. I'm on my phone. And I might also p- pay the bill.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: But they, I said I'm also at a place to pay a bill, but there's nobody in behind me so maybe I could do this real quick, check, make sure if it's in there.

Speaker speaker_1: All right.

Speaker speaker_2: Ugh. I'm always in a hurry and there's a car behind me. Uh, I'll, I'll just check it and I'll call you back later, okay?

Speaker speaker_1: Understood.

Speaker speaker_2: And let you know. Okay, thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day. If you ever need us we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time.

Speaker speaker_2: Okay, thanks. Bye.

Speaker speaker_1: Have a good one.

Speaker speaker_2: Hello. Um, I called a while ago.