

## **Transcript: Francesca**

**Baez-6710800580034560-5839203715465216**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Um, I've been in... Hi, Francesca. I've been instructed to call and finish up enrollment with you guys. All right, what staffing company do you work with? Uh, BGSS, so yeah, it's good agency. All right, what are the last four of the social and your last name please? Uh, 9696 and Dixon, D-I-X-O-N. Could you please verify your mailing address and date of birth for security purposes? 4714 Spencer Avenue, Northeast Washington DC, 219 for the zip code, 11884. I have the best number to contact, 301-640-6298, same as caller ID shows you're calling on today? That's correct. And lastly, I have your email down as kim23dixon@yahoo.com. Correct. Let's see. So we did receive an enrollment form that you filled out on October 23rd. Mm-hmm. You had requested on it to have medical, dental and vision for yourself and children, that is Carey Dixon. Correct. It does show here that the system has processed that enrollment. Mm-hmm. So the only thing that's left would be for them to make a deduction on your pay stub, and then once you see that deduction, following Monday will be when coverage is effective. Okay. Now were you looking to make changes to that policy? Uh, no, um, you... No, it just asked me to confirm enrollment. Mm-hmm. I just received a text message from you guys, so this is why I followed up. Understood. Okay. But I do have a question- Okay. Mm-hmm. ... question about, um, once you, uh, guys, you know, make a deduction for the payment and it's active, um, when will I receive the, uh... how will I receive the card information? How will that come to me? Sure thing. So the dental and the vision will be mailed out on Friday. Mm-hmm. The longest that we have seen they take to arrive is roughly three to four weeks max. The medical one however, that one, your carrier, American Public Life, who has the carrier of your medical and dental- Mm-hmm. ... the medical card is they only send them digital to your email. If you do need a hard copy of that benefit card, once you become active, that activation week, give us a call at any time during that week so that we can put that mail order. I do have to say, the benefit cards are gonna look a little bit weird, um, not how you're used to them being. Mm-hmm. It's going to be one card for you as well as for the dependent for your doctor. Okay. Yeah, I see. And it'll just say your name and then employee plus child on it. Okay, I've- I've seen something like that before. Um, if I have an, um, upcoming, uh, dental appointment, is there... 'Cause I think I have a upcoming dental appointment next week. Is there not a way that, you know, I could get the, um, ID number for the dental or the dental card number for my, uh, dentist? So once the payment is received on Monday, I believe after Wednesday is usually when we have access to that information. Mm-hmm. Um, but you can give us a call. I will suggest Tuesday will be the earliest that we might be able to request it for us to ask the front office at least for a policy number while the carriers are creating the physical card so that you can at least have that policy number. Now the only thing is we cannot guarantee whether

or not next week you'll be active- Mm-hmm. ... because we don't have access to your pay stub, only your staffing company does. Okay. So it all depends on when they make that first deduction and when we receive it- Mm-hmm. ... 'cause all deductions are received Mondays for that- Okay. ... benefit to be activated. Okay. Well, I'll try to call back on a Tuesday to, you know, get an update or something like that. Yes, ma'am. So if that dentist appointment is on Thursday, um, if it makes it easier for you, you are able to call that Monday to see whether or not we receive that payment for that policy to be active that week of November 4th to the 10th. If it is, um, for us to request that policy number, if it's not in our system already, it will take roughly 24 to 48 business hours. Ooh. 24 to 48 business hours. So if you call back Monday, roughly by Tuesday, Wednesday the latest should be when you hear back with a policy number, if that works for the timeline of you having that dentist appointment on a Thursday. Okay. It's actually, um, it's on a Tuesday . So it's on the 5th- Oh. ... of next week. But, um, I'd- I'll try to call back Monday to see if, you know, there's any change. If there's not then that's fine. Yeah, I'm- I'm going to go ahead and proceed and, you know, do it anyway. So I'll just double check. All right. Yes, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I believe we're roughly three hours ahead of you guys if I'm not- Okay. ... mistaking. Okay. All right. Well, I'll just double check, but thank you so much for your, um... Is that everything that I need to do concerning this plan right now until you guys get my pay stub, correct? Yes, ma'am. So all three of your plans do not require any network as long as your doctors do take the insurance, um, which for dental and medical will be American Public Life and for vision MetLife, you're all good to go. There isn't any additional action needed on your end for the policy to be activated at this point. Okay. Thank you so much for your help. Of course. Thank you for allowing me to assist you today. I hope you have a wonderful rest of your day and we're looking forward to hearing back from you on Monday. You too. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. Um, I've been in... Hi, Francesca. I've been instructed to call and finish up enrollment with you guys.

Speaker speaker\_1: All right, what staffing company do you work with?

Speaker speaker\_2: Uh, BGSS, so yeah, it's good agency.

Speaker speaker\_1: All right, what are the last four of the social and your last name please?

Speaker speaker\_2: Uh, 9696 and Dixon, D-I-X-O-N.

Speaker speaker\_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker\_2: 4714 Spencer Avenue, Northeast Washington DC, 219 for the zip code, 11884.

Speaker speaker\_1: I have the best number to contact, 301-640-6298, same as caller ID shows you're calling on today?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And lastly, I have your email down as kim23dixon@yahoo.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Let's see. So we did receive an enrollment form that you filled out on October 23rd.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You had requested on it to have medical, dental and vision for yourself and children, that is Carey Dixon.

Speaker speaker\_2: Correct.

Speaker speaker\_1: It does show here that the system has processed that enrollment.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So the only thing that's left would be for them to make a deduction on your pay stub, and then once you see that deduction, following Monday will be when coverage is effective.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now were you looking to make changes to that policy?

Speaker speaker\_2: Uh, no, um, you... No, it just asked me to confirm enrollment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I just received a text message from you guys, so this is why I followed up.

Speaker speaker\_1: Understood. Okay.

Speaker speaker\_2: But I do have a question-

Speaker speaker\_1: Okay. Mm-hmm.

Speaker speaker\_2: ... question about, um, once you, uh, guys, you know, make a deduction for the payment and it's active, um, when will I receive the, uh... how will I receive the card information? How will that come to me?

Speaker speaker\_1: Sure thing. So the dental and the vision will be mailed out on Friday.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The longest that we have seen they take to arrive is roughly three to four weeks max. The medical one however, that one, your carrier, American Public Life, who has the carrier of your medical and dental-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... the medical card is they only send them digital to your email. If you do need a hard copy of that benefit card, once you become active, that activation week, give us a call at any time during that week so that we can put that mail order. I do have to say, the benefit cards are gonna look a little bit weird, um, not how you're used to them being.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: It's going to be one card for you as well as for the dependent for your doctor.

Speaker speaker\_2: Okay. Yeah, I see.

Speaker speaker\_1: And it'll just say your name and then employee plus child on it.

Speaker speaker\_2: Okay, I've- I've seen something like that before. Um, if I have an, um, upcoming, uh, dental appointment, is there... 'Cause I think I have a upcoming dental appointment next week. Is there not a way that, you know, I could get the, um, ID number for the dental or the dental card number for my, uh, dentist?

Speaker speaker\_1: So once the payment is received on Monday, I believe after Wednesday is usually when we have access to that information.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, but you can give us a call. I will suggest Tuesday will be the earliest that we might be able to request it for us to ask the front office at least for a policy number while the carriers are creating the physical card so that you can at least have that policy number. Now the only thing is we cannot guarantee whether or not next week you'll be active-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... because we don't have access to your pay stub, only your staffing company does.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So it all depends on when they make that first deduction and when we receive it-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 'cause all deductions are received Mondays for that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... benefit to be activated.

Speaker speaker\_2: Okay. Well, I'll try to call back on a Tuesday to, you know, get an update or something like that.

Speaker speaker\_1: Yes, ma'am. So if that dentist appointment is on Thursday, um, if it makes it easier for you, you are able to call that Monday to see whether or not we receive that payment for that policy to be active that week of November 4th to the 10th. If it is, um, for us to request that policy number, if it's not in our system already, it will take roughly 24 to 48 business hours. Ooh. 24 to 48 business hours. So if you call back Monday, roughly by Tuesday, Wednesday the latest should be when you hear back with a policy number, if that works for the timeline of you having that dentist appointment on a Thursday.

Speaker speaker\_2: Okay. It's actually, um, it's on a Tuesday . So it's on the 5th-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... of next week. But, um, I'd- I'll try to call back Monday to see if, you know, there's any change. If there's not then that's fine. Yeah, I'm- I'm going to go ahead and proceed and, you know, do it anyway. So I'll just double check.

Speaker speaker\_1: All right. Yes, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I believe we're roughly three hours ahead of you guys if I'm not-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... mistaking.

Speaker speaker\_2: Okay. All right. Well, I'll just double check, but thank you so much for your, um... Is that everything that I need to do concerning this plan right now until you guys get my pay stub, correct?

Speaker speaker\_1: Yes, ma'am. So all three of your plans do not require any network as long as your doctors do take the insurance, um, which for dental and medical will be American Public Life and for vision MetLife, you're all good to go. There isn't any additional action needed on your end for the policy to be activated at this point.

Speaker speaker\_2: Okay. Thank you so much for your help.

Speaker speaker\_1: Of course. Thank you for allowing me to assist you today. I hope you have a wonderful rest of your day and we're looking forward to hearing back from you on Monday.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.