

Transcript: Justin

Mills-4518269812686848-5568507788869632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes. I was wondering if I could, uh, find out how the dental plan works and if I can, uh, if you can help me find a dental provider under my plan. Um, yeah, let me check on that. What's the staffing agency you work for? The name is Partners Personnel. And the last four of your Social? 3914. And what was your first and last name? D'Angelo Negrete. D'Angelo Negrete. And for security purposes, can you verify the home address, including city, state and zip code, D'Angelo? Yeah. 1200 Town Center Village Drive, McDonald, Georgia 30253. And confirm your date of birth? 11-22-1987. And a good telephone number have a 626-484-9131? Yes, sir. And the email I have is r.nanf.t@gmail? Yes, sir. Okay. So looking at the file, it looks like you're in a pending request sent for enrollment, so you should be experiencing deductions sometime here soon. However, I... So I honestly don't have policy information to give out right now because you're not currently active. However, I can provide you with, uh, Carrington's telephone number and if you provide them with your zip code, they can give you a list of dental providers in that specific location. Okay. So, so right now my plan is not active? Correct. Yes, sir. You're still in a pending request. Okay. And how do I confirm? Is there... Am I waiting on? Um, so I would just keep an eye out on your da- on your pay stubs for a \$21.29 deduction, because that's what's coming off for dental and medical. Um, because usually once that happens, uh, you usually become active the Monday we receive it from Partners. Okay. All right. Um, so do you still need their telephone number just so you can find a provider? No, sir. I'll call back. Thank you so much. No worries. You have a great day, okay? You too, man. All right. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. I was wondering if I could, uh, find out how the dental plan works and if I can, uh, if you can help me find a dental provider under my plan.

Speaker speaker_1: Um, yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: The name is Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3914.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: D'Angelo Negrete. D'Angelo Negrete.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, D'Angelo?

Speaker speaker_2: Yeah. 1200 Town Center Village Drive, McDonald, Georgia 30253.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 11-22-1987.

Speaker speaker_1: And a good telephone number have a 626-484-9131?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is r.nanf.t@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So looking at the file, it looks like you're in a pending request sent for enrollment, so you should be experiencing deductions sometime here soon. However, I... So I honestly don't have policy information to give out right now because you're not currently active. However, I can provide you with, uh, Carrington's telephone number and if you provide them with your zip code, they can give you a list of dental providers in that specific location.

Speaker speaker_2: Okay. So, so right now my plan is not active?

Speaker speaker_1: Correct. Yes, sir. You're still in a pending request.

Speaker speaker_2: Okay. And how do I confirm? Is there... Am I waiting on?

Speaker speaker_1: Um, so I would just keep an eye out on your da- on your pay stubs for a \$21.29 deduction, because that's what's coming off for dental and medical. Um, because usually once that happens, uh, you usually become active the Monday we receive it from Partners.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Um, so do you still need their telephone number just so you can find a provider?

Speaker speaker_2: No, sir. I'll call back. Thank you so much.

Speaker speaker_1: No worries. You have a great day, okay?

Speaker speaker_2: You too, man.

Speaker speaker_1: All right. Bye-bye.