

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Good, good morning. I was just retur- um, calling back from this morning. Um, I was just trying to get my, um, policy number and stuff and that nature, but the woman said that it still wasn't showing and, um, I was told that it will show between today... I mean, uh, Monday and today. Okay. Um, let me check on that for you. What's the staffing agency you work for? HSS. And the last four of your Social? 8344. And what was your first and last name? Tamara Yowell. And for security purposes, can you verify the home address, including city, state and zip code, Tamara? It's 808 Tyler Circle, Apartment C, Hoover, Alabama 35268. And confirm your date of birth. 10/18/91. And your telephone number I have is 205-920-3583? Mm-hmm. And the email I have is treylaleah10@icloud? Mm-hmm. Okay, so let's see here. So checking my calendar, you did become active in the coverage as of this past Monday, the 18th, so you should receive physical ID cards early next week. However, checking note history, I do see where you did call in at 9:58 to see if the ID cards were generated. Um, that representative that you spoke with actually sent an email to the back office to request policy numbers, so I do know that once she receives word back from the back office, she would give you a call back. Um, but I also do know that it does take the actual insurance carrier at least 72 hours to generate policy information, so I believe that information should be generated by tomorrow or Friday the latest. Okay. See, I was told, um, it would be generated between Monday and today. Mm-hmm. 'Cause I, I, I was just... I had an appointment today and I was just needing... 'cause I know it wasn't gonna be mailed out and I was told to call back early this week for the policy number to be active in the system where you guys could see it. Mm-hmm. Let's see here. Totally understand. Um, so you stated you have an appointment today. Is that correct? Yes. Go ahead, um- And I had canceled it last week, because when I called last week and just to, you know, for the... for everything, um. Last week was my first week they were getting taken out my paycheck, benefits on a card for the insurance, and so, um, they told me when I called last week that it, it should take, you know, the same thing you said, 72 hours. And so by Tuesday or Wednesday of this week, I, I should call. That's why I called today, just to... just to hope that the, uh, policy number was already in and safe. Okay. Um, so like I said, you are currently active. Um, the representative that you spoke with earlier did reach out to the back office to obtain the policy number for you. Um, but as of right now, I don't have a policy number to give right now. Um, but since you stated that you do have an appointment today, what you can do, um, you can still go to that appointment. You can just have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility." And just let them know we're still waiting for the insurance carrier to generate that policy number for you. Okay. So can I ask another question? Um,

this... I was supposed to ask this earlier. Um, ex- they couldn't answer it last week, I guess because my policy number wasn't a- available. Mm-hmm. But, um, is, is, um, predo- is periodontal care or deep cleaning care, like i- is there a waiting period with this? Uh, for the- A certain thing? ... for the medical or the dental? The dental. Let me check on that for you. Let's see. Okay. Mm-hmm. So with the dental, um, there are no waiting periods. Okay. Okay, that's great. That's great news. That's great news. Okay, 'cause I was- I had a deep cleaning appointment today and I know with my outside insurance, they have a year waiting period for like major services. And so I didn't know if it was the same with just had obtaining insurance through a job as well, like beside fillings and regular cleanings and, um, tooth extractions, like, you know, those was the only things usually come up printed and everything else that's kind of a major thing had- you have to wait like a year or so and I didn't know if it was the same with job insurances. Totally understand. But yes, I'm just reading out of the benefit guide and it is telling me that there's no waiting period. So... Okay. So, um, with that being said, e- even with them calling you, did you think that they'll still be able to provide services even without the policy number today? Or would that be a issue- it, it will be okay by them calling you, you guys are verifying it? Um, now it should be okay with them just calling us to verify eligibility. Um, but if they aren't able to do that, what they... what you can do since you are currently active in the coverage, you can still have them submit a claim to the insurance carrier. And then once you do provide... or once you do obtain the policy information, you can provide that to them and then they can go from there. Okay. So you're saying it, it will be... it will for a fact be probably available tomorrow or Friday? Correct. Yes, ma'am. Okay. Okay. Well, I appreciate it. That was good news. That's all I needed to know and, um, I appreciate it. You're welcome. You have a great day. Okay? All right. You too. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Good, good morning. I was just retur- um, calling back from this morning. Um, I was just trying to get my, um, policy number and stuff and that nature, but the woman said that it still wasn't showing and, um, I was told that it will show between today... I mean, uh, Monday and today.

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

Speaker speaker_2: HSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8344.

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

Speaker speaker_2: Tamara Yowell.

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

Speaker speaker_2: It's 808 Tyler Circle, Apartment C, Hoover, Alabama 35268.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 10/18/91.

Speaker speaker_1: And your telephone number I have is 205-920-3583?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email I have is treylaleah10@icloud?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so let's see here. So checking my calendar, you did become active in the coverage as of this past Monday, the 18th, so you should receive physical ID cards early next week. However, checking note history, I do see where you did call in at 9:58 to see if the ID cards were generated. Um, that representative that you spoke with actually sent an email to the back office to request policy numbers, so I do know that once she receives word back from the back office, she would give you a call back. Um, but I also do know that it does take the actual insurance carrier at least 72 hours to generate policy information, so I believe that information should be generated by tomorrow or Friday the latest.

Speaker speaker_2: Okay. See, I was told, um, it would be generated between Monday and today.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 'Cause I, I, I was just... I had an appointment today and I was just needing... 'cause I know it wasn't gonna be mailed out and I was told to call back early this week for the policy number to be active in the system where you guys could see it.

Speaker speaker_1: Mm-hmm. Let's see here. Totally understand. Um, so you stated you have an appointment today. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Go ahead, um-

Speaker speaker_2: And I had canceled it last week, because when I called last week and just to, you know, for the... for everything, um. Last week was my first week they were getting taken out my paycheck, benefits on a card for the insurance, and so, um, they told me when I called last week that it, it should take, you know, the same thing you said, 72 hours. And so by Tuesday or Wednesday of this week, I, I should call. That's why I called today, just to... just to hope that the, uh, policy number was already in and safe.

Speaker speaker_1: Okay. Um, so like I said, you are currently active. Um, the representative that you spoke with earlier did reach out to the back office to obtain the policy number for you. Um, but as of right now, I don't have a policy number to give right now. Um, but since you stated that you do have an appointment today, what you can do, um, you can still go to that appointment. You can just have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility." And just let them know we're still waiting for the insurance carrier to generate that policy number for you.

Speaker speaker_2: Okay. So can I ask another question? Um, this... I was supposed to ask this earlier. Um, ex- they couldn't answer it last week, I guess because my policy number wasn't a- available.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But, um, is, is, um, predo- is periodontal care or deep cleaning care, like i- is there a waiting period with this?

Speaker speaker_1: Uh, for the-

Speaker speaker_2: A certain thing?

Speaker speaker_1: ... for the medical or the dental?

Speaker speaker_2: The dental.

Speaker speaker_1: Let me check on that for you. Let's see.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. So with the dental, um, there are no waiting periods.

Speaker speaker_2: Okay. Okay, that's great. That's great news. That's great news. Okay, 'cause I was- I had a deep cleaning appointment today and I know with my outside insurance, they have a year waiting period for like major services. And so I didn't know if it was the same with just had obtaining insurance through a job as well, like beside fillings and regular cleanings and, um, tooth extractions, like, you know, those was the only things usually come up printed and everything else that's kind of a major thing had- you have to wait like a year or so and I didn't know if it was the same with job insurances.

Speaker speaker_1: Totally understand. But yes, I'm just reading out of the benefit guide and it is telling me that there's no waiting period. So...

Speaker speaker_2: Okay. So, um, with that being said, e- even with them calling you, did you think that they'll still be able to provide services even without the policy number today? Or would that be a issue- it, it will be okay by them calling you, you guys are verifying it?

Speaker speaker_1: Um, now it should be okay with them just calling us to verify eligibility. Um, but if they aren't able to do that, what they... what you can do since you are currently active in the coverage, you can still have them submit a claim to the insurance carrier. And then once you do provide... or once you do obtain the policy information, you can provide that to them and then they can go from there.

Speaker speaker_2: Okay. So you're saying it, it will be... it will for a fact be probably available tomorrow or Friday?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay. Okay. Well, I appreciate it. That was good news. That's all I needed to know and, um, I appreciate it.

Speaker speaker_1: You're welcome. You have a great day. Okay?

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you. Bye-bye.