

Transcript: Justin

Mills-5871830009823232-5508515404365824

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, hi. I needed to check, for you to check into my insurance to see if I'm active. Yeah, let me check on that. What's that staffing agency you work for? Morales Group. And the last four of your social? 9702. And your first and last name? Melissa Redondo Zamora. Zamora, okay. And for security purposes, could you verify your home address, including city, state and zip code, Melissa? 490 South 22nd Street, Elwood, Indiana 44... uh, 436... Oh, God. I forgot it. Hold on. 46036. I'm sorry. No worries, and confirm your date of birth. 5/25/74. And a good telephone number has 956-577-5077. That's correct. And the email I have is melissazamora464 at gmail. Correct. Okay, so looking at the calendar, you are currently active in the coverage for this week. Okay, well, um, I'm o- on dental, the den- medical, medical, dental and vision. I have all three? Correct. Okay, because I went to the dentist, and they keep telling me that I'm not active, that my insurance was terminated De- December the 18th. Mm-kay, I honestly don't know why they're telling you that, because you're currently active in our system. Now, is that dental provider in network or they out of network? Oh, I don't know. I mean, then I wouldn't have a clue. How can I- how can I find out about that? How- how can I call? Who do I do- I call and ask? Um, so I can provide you with Carrington's telephone number, and if you provide them with your zip code, they'll give you a list of dental providers in that location that will accept the insurance. So you can- Okay. ... verify if that provider is on that list. Okay. Okay, and just let me know whenever you're ready. I'm ready. Okay, so that telephone number is 800-290-0523. 800-2900-2900-523. Correct, 290-0523. Correct. Okay, all right then. I will call them. Thank you so much. You're welcome, Melissa. You have a great day, okay? You too. Bye bye. All right. Bye bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, hi. I needed to check, for you to check into my insurance to see if I'm active.

Speaker speaker_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Morales Group.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9702.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Melissa Redondo Zamora.

Speaker speaker_0: Zamora, okay. And for security purposes, could you verify your home address, including city, state and zip code, Melissa?

Speaker speaker_1: 490 South 22nd Street, Elwood, Indiana 44... uh, 436... Oh, God. I forgot it. Hold on. 46036. I'm sorry.

Speaker speaker_0: No worries, and confirm your date of birth.

Speaker speaker_1: 5/25/74.

Speaker speaker_0: And a good telephone number has 956-577-5077.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is melissazamora464 at gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so looking at the calendar, you are currently active in the coverage for this week.

Speaker speaker_1: Okay, well, um, I'm o- on dental, the den- medical, medical, dental and vision. I have all three?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, because I went to the dentist, and they keep telling me that I'm not active, that my insurance was terminated De- December the 18th.

Speaker speaker_0: Mm-kay, I honestly don't know why they're telling you that, because you're currently active in our system. Now, is that dental provider in network or they out of network?

Speaker speaker_1: Oh, I don't know. I mean, then I wouldn't have a clue. How can I- how can I find out about that? How- how can I call? Who do I do- I call and ask?

Speaker speaker_0: Um, so I can provide you with Carrington's telephone number, and if you provide them with your zip code, they'll give you a list of dental providers in that location that will accept the insurance. So you can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... verify if that provider is on that list.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, and just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay, so that telephone number is 800-290-0523.

Speaker speaker_1: 800-2900-2900-523.

Speaker speaker_0: Correct, 290-0523. Correct.

Speaker speaker_1: Okay, all right then. I will call them. Thank you so much.

Speaker speaker_0: You're welcome, Melissa. You have a great day, okay?

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: All right. Bye bye.