

## **Transcript: Justin**

**Mills-6343189861449728-6025108106723328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name's Roxanne. I'm calling because I recently started working at, um, for Focus, um... Work... I think Focus Workforce Management? Mm-hmm. Um, and I signed up for dental insurance. So, I'm trying to figure out, um, how do I, um, set up an appointment or how do I know if I'm insured or what insurance is it exactly? Yeah, let me check on that. So Focus, what's the last four of your Social? Uh, 1786. And what was your last name, Roxanne? Saxen. S-A-X-E-N. And for security purposes, can you verify your home address, including city, state and zip code? Yeah. 7006 Mozart Court, Sun Valley, Nevada 89433. And confirm your date of birth. 12/08/93. 1993. And a good telephone number, I have a 775-357-2193? Yes. And the email I have is roxanne775saxen@gmail? Yes. Okay. Um, so looking at the file, it looks like you are currently enrolled into dental through Focus. However, checking the calendar, it looks like we're waiting on Focus to start making deductions on you. So, once we receive that deduction, you'll become active and then cards will be issued out from there. Oh, okay. And how long is that process? How long does that take? Uh, now honestly... Let's see. So, looking at the file, you received your first paycheck around November 29th. So, it should be on your next paycheck or your... The one after that. It just depends on when Focus starts deductions. All right. Sounds good. Thank you. No problem. And then, uh, what, uh, insurance would that be? Like, uh, where can I set up an appointment for this? The dental? Um, so the insur-... Yeah. So, the insurance carrier is American Public Life. However, I have a telephone number to where if you provide them with your zip code, they can give you a list of dental providers in that specific location. Oh, okay. Sounds good. Okay. And just let me know whenever you're ready. Okay. Give me a second. Okay, I'm ready. What's the number? Okay. So, that telephone number is, uh, 800-290- 290... 0523. Three. Okay, thank you. And what is it? America's? Uh, American Public Life is the insurance carrier. All right, thank you. You're welcome. You have a great day, okay?

### **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. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Uh, my name's Roxanne. I'm calling because I recently started working at, um, for Focus, um... Work... I think Focus Workforce Management?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, and I signed up for dental insurance. So, I'm trying to figure out, um, how do I, um, set up an appointment or how do I know if I'm insured or what insurance is it exactly?

Speaker speaker\_1: Yeah, let me check on that. So Focus, what's the last four of your Social?

Speaker speaker\_2: Uh, 1786.

Speaker speaker\_1: And what was your last name, Roxanne?

Speaker speaker\_2: Saxen. S-A-X-E-N.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: Yeah. 7006 Mozart Court, Sun Valley, Nevada 89433.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 12/08/93. 1993.

Speaker speaker\_1: And a good telephone number, I have a 775-357-2193?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is roxanne775saxen@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so looking at the file, it looks like you are currently enrolled into dental through Focus. However, checking the calendar, it looks like we're waiting on Focus to start making deductions on you. So, once we receive that deduction, you'll become active and then cards will be issued out from there.

Speaker speaker\_2: Oh, okay. And how long is that process? How long does that take?

Speaker speaker\_1: Uh, now honestly... Let's see. So, looking at the file, you received your first paycheck around November 29th. So, it should be on your next paycheck or your... The one after that. It just depends on when Focus starts deductions.

Speaker speaker\_2: All right. Sounds good. Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_2: And then, uh, what, uh, insurance would that be? Like, uh, where can I set up an appointment for this? The dental?

Speaker speaker\_1: Um, so the insur-... Yeah. So, the insurance carrier is American Public Life. However, I have a telephone number to where if you provide them with your zip code, they can give you a list of dental providers in that specific location.

Speaker speaker\_2: Oh, okay. Sounds good.

Speaker speaker\_1: Okay. And just let me know whenever you're ready.

Speaker speaker\_2: Okay. Give me a second. Okay, I'm ready. What's the number?

Speaker speaker\_1: Okay. So, that telephone number is, uh, 800-290- 290... 0523.

Speaker speaker\_2: Three. Okay, thank you. And what is it? America's?

Speaker speaker\_1: Uh, American Public Life is the insurance carrier.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?