

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, this is Henry Nelson. I'm calling about my enrollment, medical enrollment. Who do you work for, sir? Live Resource. Okay. May I have the last four digits of your Social? 3398. Okay. And your first and last name, sir? Henry Nelson. Mr. Nelson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 3210 Trent Street, Greensboro, North Carolina 27405. My date of birth, 11/23/76. Right. Thank you for the information. Uh-huh. We have a telephone number, 336-681-5769. In your emails, your first name, last name, 923@gmail.com. Yeah, henrynelson93, yeah, at gmail.com, yeah. Okay. Um, and what would you like to do to your benefits? Uh, since it ain't right, I want my dental. The, um, I don't need the medical, the medical and the vision, but it say, it says it's for my child. But I, uh, if I... I don't need the medical and vision. I just need the dental. Okay. So unfortunately, we cannot re, uh, cancel the pla- the, the rest of the plan because they are for you and your child. Now- Yeah. ... is that, you know, and those are mandated by the court and we cannot enroll just your kids- No. ... because you are the employer. No, I said, I said I'm keeping the dental for me, but I don't need the medical for me and the eye vision for me. But, and again, we cannot enroll the kids by itself. You have to be in the policy. Well, medical is the polic- um, um, dental is- And vision. ... in the policy. Yes. Because- Okay. ... this is through your job and you are the employer, so you have to be in the policy. Yeah. I'm saying I'm, I'm, I'm in the policy, but why I gotta have your medical if I don't need the medical? Because you're the employer, and in order for, to be able to enroll the kids, you have to be enrolled. Yep. No, so, so I gotta take y'all medical if I don't even need the medical. I gotta take y'all medical? Yes, sir. Okay. Yeah. Okay. All right. Anything else I could do for you, sir? No, it's active already, right? All right. Thank you for being on the call. Babe, no, I said, I said everything already active, right? Vision, medical and dental is, is already active, right? Yeah, that's what you have. I said, now I said ain't it already active? Like activated, it's already activated? I can use it, just let me finish. Oh, yeah. Yes. Oh, okay. Um, can I ask you a question? How much do my, how much do my dental covered up to? So, um, your basic, uh, cleaning, checkup, X-ray, one every six month is 100% covered. Then your dental work, uh, basic dental work such as filling and extraction, will be covered 80% after you pay the \$50 deductible per year. Okay. And, um, they do not cover any major services. Okay, so the \$50 doesn't cover the... Wait a second, now. Is it the dentist office or what? I'm trying to- You need to pay it. Well, how, how do I pay it? You said the \$50, what's the- Somehow, you pay it. When you go to the doctor, they will explain to you what needs to be paid. I mean- Oh, okay then. ... they will tell you, uh, when you go to the dentist, they will tell you. Oh, okay then. Thank you. Mm-hmm. No problem. Anything else I could do for you, sir? No, ma'am. All right. Thank you for calling Benefits in a Card. Have a great rest of the day. No, you too. All

right, y'all. Um, yeah, one more question. How many kids y'all got on there? Um, we do not have that information, sir. Okay, okay, okay. You have to, you will have to contact the court. You have to get out. Okay then. All right. All right, thank you. Thank you. Bye-bye. Call the kids.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, this is Henry Nelson. I'm calling about my enrollment, medical enrollment.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Live Resource.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: 3398.

Speaker speaker_0: Okay. And your first and last name, sir?

Speaker speaker_1: Henry Nelson.

Speaker speaker_0: Mr. Nelson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 3210 Trent Street, Greensboro, North Carolina 27405. My date of birth, 11/23/76.

Speaker speaker_0: Right. Thank you for the information.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: We have a telephone number, 336-681-5769. In your emails, your first name, last name, 923@gmail.com.

Speaker speaker_1: Yeah, henrynelson93, yeah, at gmail.com, yeah.

Speaker speaker_0: Okay. Um, and what would you like to do to your benefits?

Speaker speaker_1: Uh, since it ain't right, I want my dental. The, um, I don't need the medical, the medical and the vision, but it say, it says it's for my child. But I, uh, if I... I don't need the medical and vision. I just need the dental.

Speaker speaker_0: Okay. So unfortunately, we cannot re, uh, cancel the pla- the, the rest of the plan because they are for you and your child. Now-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... is that, you know, and those are mandated by the court and we cannot enroll just your kids-

Speaker speaker_1: No.

Speaker speaker_0: ... because you are the employer.

Speaker speaker_1: No, I said, I said I'm keeping the dental for me, but I don't need the medical for me and the eye vision for me.

Speaker speaker_0: But, and again, we cannot enroll the kids by itself. You have to be in the policy.

Speaker speaker_1: Well, medical is the polic- um, um, dental is-

Speaker speaker_0: And vision.

Speaker speaker_1: ... in the policy.

Speaker speaker_0: Yes. Because-

Speaker speaker_1: Okay.

Speaker speaker_0: ... this is through your job and you are the employer, so you have to be in the policy.

Speaker speaker_1: Yeah. I'm saying I'm, I'm, I'm in the policy, but why I gotta have your medical if I don't need the medical?

Speaker speaker_0: Because you're the employer, and in order for, to be able to enroll the kids, you have to be enrolled.

Speaker speaker_1: Yep. No, so, so I gotta take y'all medical if I don't even need the medical. I gotta take y'all medical?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Yeah. Okay.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: No, it's active already, right?

Speaker speaker_0: All right. Thank you for being on the call.

Speaker speaker_1: Babe, no, I said, I said everything already active, right? Vision, medical and dental is, is already active, right?

Speaker speaker_0: Yeah, that's what you have.

Speaker speaker_1: I said, now I said ain't it already active? Like activated, it's already activated? I can use it, just let me finish.

Speaker speaker_0: Oh, yeah. Yes.

Speaker speaker_1: Oh, okay. Um, can I ask you a question? How much do my, how much do my dental covered up to?

Speaker speaker_0: So, um, your basic, uh, cleaning, checkup, X-ray, one every six month is 100% covered. Then your dental work, uh, basic dental work such as filling and extraction, will be covered 80% after you pay the \$50 deductible per year.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um, they do not cover any major services.

Speaker speaker_1: Okay, so the \$50 doesn't cover the... Wait a second, now. Is it the dentist office or what? I'm trying to-

Speaker speaker_2: You need to pay it.

Speaker speaker_1: Well, how, how do I pay it? You said the \$50, what's the-

Speaker speaker_2: Somehow, you pay it.

Speaker speaker_0: When you go to the doctor, they will explain to you what needs to be paid. I mean-

Speaker speaker_1: Oh, okay then.

Speaker speaker_0: ... they will tell you, uh, when you go to the dentist, they will tell you.

Speaker speaker_1: Oh, okay then. Thank you.

Speaker speaker_0: Mm-hmm. No problem. Anything else I could do for you, sir?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Thank you for calling Benefits in a Card. Have a great rest of the day.

Speaker speaker_1: No, you too. All right, y'all. Um, yeah, one more question. How many kids y'all got on there?

Speaker speaker_0: Um, we do not have that information, sir.

Speaker speaker_1: Okay, okay, okay.

Speaker speaker_0: You have to, you will have to contact the court.

Speaker speaker_2: You have to get out.

Speaker speaker_1: Okay then.

Speaker speaker_0: All right.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Call the kids.