

Transcript: Pamela

Blanc-4910668226019328-5870603483004928

Full Transcript

My name's Vanessa. Can I please speak to Anna? Yes, hi. Um, I'm trying to set up a dentist appointment, and none of the numbers that I've been provided are seeing me in their system. Okay. You're trying to set up an appointment? Yes, ma'am. And you just want to- First, I'm trying to locate a provider within the net- within the network. Uh... Mm-hmm. I'm just trying to find a provider within the network, and the numbers that you all have given me, they're telling me that I'm not even in the system as being insured by them. And what- what are you providing them? What information? Uh, my name. I don't have a member ID yet. I don't believe so. Or... Okay. Oh, did- did- did you provide them with this, your social? The last place that I called said that they would not accept my social. Hmm. I mean, okay. So, you already have called different providers? Not providers, but the numbers that you have given me to locate providers. Okay. Carrington? I don't believe it was Carrington. Hey, hey- Is that my provider? Is that my... Is that my dental provider, Carrington? Carrington is the number wheress you gonna call and find the providers within network. Let me give you the number to see if the same one that you were- were given before. And that's Carrington, okay. 800-290-0523. Yeah. I just got off the phone with them, and they're not... They're telling me I'm not- I'm not being able to be located in their system, and they're not accepting my social. How are they not accepting your social? 'Cause they need that information to find you. That's weird. Right. Uh, that's- that's what I said. Um, they said they only wanted- they only wanted Facebook, member ID. Okay, so let me pull up your file so that way I could see the status of your account. Okay. Who do you work for? The resource. And your first and last name? I mean, I'm sorry, the last four digits of your social. 8132. Your first and last name. Zachary Jenkins. Mr. Jenkins, 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? 1959 Century Point Lane, Winston-Salem, North Carolina, 27127. February 6th, 1992. Thank you for the information. We have a telephone number on file, 336-521-0881, and your email is zjenkins52@yahoo.com. Yes, ma'am. Did you say... That was the phone number that you provided before that? Yes. And that was 521-0681? Yes, sir. Yes, ma'am. That's correct. Okay. So, I think I know the reason why. It's that your benefit just became effective today, right? Yes, ma'am. Or maybe the policy's not generated in the system yet. Um, just let me put you in a brief hold to see if I'm able to pull up any information. Okay. All right? Thank you. Mr. Jenkins? Yes, ma'am. Okay. Thank you for holding. Yeah, that's the reason why they can't find you, because the policy hasn't generate yet in their, um, carrier's portal. Um, I will suggest you give it a try later on, I don't know, maybe in another hour or tomorrow so you could give time to- for the policy to generate. 'Cause like I said, your benefit just became effective today. Okay. That makes sense. But you say, uh- Right. ... maybe another hour or at the latest tomorrow? Yes. Yes, definitely. Yes. Okay. That sounds good. I do appreciate your help. All

right, sir. Anything else I could do for you? That should be it. All right. Thank you for giving us a call today. Have a great rest of the day, sir. You too. Thank you.

Conversation Format

Speaker speaker_1: My name's Vanessa. Can I please speak to Anna?

Speaker speaker_0: Yes, hi. Um, I'm trying to set up a dentist appointment, and none of the numbers that I've been provided are seeing me in their system.

Speaker speaker_1: Okay. You're trying to set up an appointment?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And you just want to-

Speaker speaker_2: First, I'm trying to locate a provider within the net- within the network. Uh...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm just trying to find a provider within the network, and the numbers that you all have given me, they're telling me that I'm not even in the system as being insured by them.

Speaker speaker_1: And what- what are you providing them? What information?

Speaker speaker_2: Uh, my name. I don't have a member ID yet. I don't believe so. Or...

Speaker speaker_1: Okay. Oh, did- did- did you provide them with this, your social?

Speaker speaker_2: The last place that I called said that they would not accept my social.

Speaker speaker_1: Hmm. I mean, okay. So, you already have called different providers?

Speaker speaker_2: Not providers, but the numbers that you have given me to locate providers.

Speaker speaker_1: Okay. Carrington?

Speaker speaker_2: I don't believe it was Carrington.

Speaker speaker_1: Hey, hey-

Speaker speaker_2: Is that my provider? Is that my... Is that my dental provider, Carrington?

Speaker speaker_1: Carrington is the number wheress you gonna call and find the providers within network. Let me give you the number to see if the same one that you were- were given before.

Speaker speaker_2: And that's Carrington, okay.

Speaker speaker_1: 800-290-0523.

Speaker speaker_2: Yeah. I just got off the phone with them, and they're not... They're telling me I'm not- I'm not being able to be located in their system, and they're not accepting my social.

Speaker speaker_1: How are they not accepting your social? 'Cause they need that information to find you. That's weird.

Speaker speaker_2: Right. Uh, that's- that's what I said. Um, they said they only wanted- they only wanted Facebook, member ID.

Speaker speaker_1: Okay, so let me pull up your file so that way I could see the status of your account.

Speaker speaker_2: Okay.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: The resource.

Speaker speaker_1: And your first and last name? I mean, I'm sorry, the last four digits of your social.

Speaker speaker_2: 8132.

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Zachary Jenkins.

Speaker speaker_1: Mr. Jenkins, 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_2: 1959 Century Point Lane, Winston-Salem, North Carolina, 27127. February 6th, 1992.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 336-521-0881, and your email is zjenkins52@yahoo.com.

Speaker speaker_2: Yes, ma'am. Did you say... That was the phone number that you provided before that?

Speaker speaker_1: Yes.

Speaker speaker_2: And that was 521-0681?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yes, ma'am. That's correct.

Speaker speaker_1: Okay. So, I think I know the reason why. It's that your benefit just became effective today, right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Or maybe the policy's not generated in the system yet. Um, just let me put you in a brief hold to see if I'm able to pull up any information.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Thank you. Mr. Jenkins?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Thank you for holding. Yeah, that's the reason why they can't find you, because the policy hasn't generate yet in their, um, carrier's portal. Um, I will suggest you give it a try later on, I don't know, maybe in another hour or tomorrow so you could give time to- for the policy to generate. 'Cause like I said, your benefit just became effective today.

Speaker speaker_2: Okay. That makes sense. But you say, uh-

Speaker speaker_1: Right.

Speaker speaker_2: ... maybe another hour or at the latest tomorrow?

Speaker speaker_1: Yes. Yes, definitely. Yes.

Speaker speaker_2: Okay. That sounds good. I do appreciate your help.

Speaker speaker_1: All right, sir. Anything else I could do for you?

Speaker speaker_2: That should be it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_2: You too. Thank you.