

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Cart. Yes. This is Diana speaking. How may I help you? Um, hi. My name is, uh, Troy Gillette, um, and I just got recently, uh, uh, with you guys. Um, I was just kinda wondering, uh, like, when am I gonna know what my account number is and all that for my insur- for my insurance? I don't, I don't have nothing, nothing for that yet, so I'm just trying to figure all that out. Who you work for, sir? Okay, um, I work at ADM, um, but, um, I, I'm working through a temporary agency. That's how they hire, so I work ADM at Marshall, Minnesota. And the last four digits of your Social? Uh, 4455. Can you say your first name and last name? My first name is Troy and my last name is Gillette, G-I-L-L-E-T-T-E. All right. Thank you, Mr. Gillette. Um, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Okay, um, address is 900 South Street, Tracy, Minnesota, 56175 and my, uh, date of birth is 11/25/1965. We have a phone number on file, 507-626-6279 and Troy Gillette, which is your first name and last name, @riicloud.com. Yes, that's correct. All right. So, um, are you requesting the new add-on, the, the, um, like the dental and the rest of the plans that you added? That's the information you need? Yeah, I'm just trying... Yeah, I'm just trying to know, you know, 'cause I don't... I did this but I don't have any, you know, information on anything and so I was just trying to see what that was or what, like, what... Do I have a... Is there a number for my, um... What's, you know, what's my number for my, you know, my own number for my insurance? Not phone number but the policy or whatever, whatever. This is Blue Cross Blue Shield, right? No, sir. These are not, uh, this is not Blue Cross Blue Shield. Um, so the new benefits that you requested to be enrolled in, they're not active yet. They're still pending. Oh. Uh-huh. Okay. And the one that is active is the Stay Healthy Plan, which is the preventive care plan. Okay. The one, um, the... It says they should start on the 10th of this month, which is Monday. If we receive- Okay. ... the premium from your employer, they should be active on Monday. Okay, would you- If you would like to give us a call back. Okay. Okay, yeah, I would. Call on Monday. The, that's the 10th, yeah. Yeah, 'cause you'll get, you'll get paid on Friday then. Yes. We should receive over the weekend the premium. Okay. And then the benefit- Okay. ... should be act- active on Monday, so give us- Okay. ... a call Monday and see if everything came through. Okay, yep. All right. Anything else- Yeah. ... I can do for you, sir? No, nope, but just call back to this same number then? Yes, sir. Okay, and, and then, um, if, um... So my wife is on there and my kids, um, are on their, um... So can she even call for information or, or can only I? Yeah, she can call, like, to get the ID cards and- Yeah. ... and information regarding the coverage. Okay. The only thing she can't do is, like, cancel or make changes. Okay. All right, that sounds great. Thank you very much. Thank you for giving us a call. Have a great rest of the day, sir. Yep, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart.

Speaker speaker_1: Yes.

Speaker speaker_0: This is Diana speaking. How may I help you?

Speaker speaker_1: Um, hi. My name is, uh, Troy Gillette, um, and I just got recently, uh, uh, with you guys. Um, I was just kinda wondering, uh, like, when am I gonna know what my account number is and all that for my insur- for my insurance? I don't, I don't have nothing, nothing for that yet, so I'm just trying to figure all that out.

Speaker speaker_0: Who you work for, sir?

Speaker speaker_1: Okay, um, I work at ADM, um, but, um, I, I'm working through a temporary agency. That's how they hire, so I work ADM at Marshall, Minnesota.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: Uh, 4455.

Speaker speaker_0: Can you say your first name and last name?

Speaker speaker_1: My first name is Troy and my last name is Gillette, G-I-L-L-E-T-T-E.

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

Speaker speaker_1: Okay, um, address is 900 South Street, Tracy, Minnesota, 56175 and my, uh, date of birth is 11/25/1965.

Speaker speaker_0: We have a phone number on file, 507-626-6279 and Troy Gillette, which is your first name and last name, @riicloud.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: All right. So, um, are you requesting the new add-on, the, the, um, like the dental and the rest of the plans that you added? That's the information you need?

Speaker speaker_1: Yeah, I'm just trying... Yeah, I'm just trying to know, you know, 'cause I don't... I did this but I don't have any, you know, information on anything and so I was just trying to see what that was or what, like, what... Do I have a... Is there a number for my, um... What's, you know, what's my number for my, you know, my own number for my insurance? Not phone number but the policy or whatever, whatever. This is Blue Cross Blue Shield, right?

Speaker speaker_0: No, sir. These are not, uh, this is not Blue Cross Blue Shield. Um, so the new benefits that you requested to be enrolled in, they're not active yet. They're still pending.

Speaker speaker_1: Oh.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Okay.

Speaker speaker_0: And the one that is active is the Stay Healthy Plan, which is the preventive care plan.

Speaker speaker_1: Okay.

Speaker speaker_0: The one, um, the... It says they should start on the 10th of this month, which is Monday. If we receive-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the premium from your employer, they should be active on Monday.

Speaker speaker_1: Okay, would you-

Speaker speaker_0: If you would like to give us a call back.

Speaker speaker_1: Okay. Okay, yeah, I would. Call on Monday. The, that's the 10th, yeah. Yeah, 'cause you'll get, you'll get paid on Friday then.

Speaker speaker_0: Yes. We should receive over the weekend the premium.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the benefit-

Speaker speaker_1: Okay.

Speaker speaker_0: ... should be act- active on Monday, so give us-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a call Monday and see if everything came through.

Speaker speaker_1: Okay, yep.

Speaker speaker_0: All right. Anything else-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I can do for you, sir?

Speaker speaker_1: No, nope, but just call back to this same number then?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, and, and then, um, if, um... So my wife is on there and my kids, um, are on their, um... So can she even call for information or, or can only I?

Speaker speaker_0: Yeah, she can call, like, to get the ID cards and-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and information regarding the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: The only thing she can't do is, like, cancel or make changes.

Speaker speaker_1: Okay. All right, that sounds great. Thank you very much.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Yep, you too. Bye-bye.