

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Hi, it's Alicia with APL. How are you doing today? Good, Alicia. Happy New Year. I'm w- how about you? I'm doing well, thank you. I have a Mr. Miles with Crown Services. He is looking to get his dental policy information, and I don't have him on file. Okay. Do you have the last four so I could pull up his file? I do not. I d- I didn't write it down. I did try to locate him by social, but it didn't come up, and I don't write the socials down. I do apologize. No problem. You said Miles? Last name Miles. Mm-hmm. All right. Go ahead, tell him we will try to find his information. All right. Thank you. One moment, please. Sure. And I'm sorry, what was your name? Pamela. Pamela, thank you. One moment, please. Sure. Mr. Miles, thank you for your patience. I do have Pamela on the line, and she will assist you further. Have a wonderful day. You too. Thank you. Thank you. And bye-bye. Hi, Mr. Miles. Um, my name is Pamela, and I will be assisting you. Happy New Year. Uh, may I have the last- How can I help you? ... four digits of your Social so I could pull up your file? It's 5185. 5185... And what is your first name? M-O-N-T-E-Z. Montez? Yes, ma'am. All right. Mr. Miles, for security reasons, just to make sure I am in the correct file, can you please verify your complete address and date of birth? 7816 Westbrook Road, and my date of birth is 6/21/1977. And where is your address located? I need the city, state and zip code just to make sure- Y- ... I have the correct one in. Yeah, the Louisville, Kentucky 40258. Thank you. All right. We have a phone number on file 502-539-1329, and your email is your first name, last name, 298@gmail.com? Correct. Okay. And the lady from APL, she said you're looking for information regarding your dental benefits? I want my dental and my vision. Okay. So here you are only enrolled in the health benefits with a preventive care plan. You're not enrolled in dental or vision. All right. Well, can you provide me with a, a health doctor? Well, we do have, we do have your ID card? I have my employee ID, yes. Okay. On the ID card, you have a website and a phone number. It's called MultiPlan. That's where you're going to be able to find your providers closest to you. All right. Thank you. Okay. Um, Mr. Miles- Mm-hmm. Uh... Crown is under open enrollment, and it will end on tomorrow. Um, you do have the chance to enroll in the dental and vision at this time, if you would like. So what, uh, where's that at? When, when would I look that up then? Well, we could do it now over the phone, or you could go online to mybiac/, I mean,.com/crownservices. So if I do it o- online, like when will I be able to use it? Oh, it takes about two to three weeks for the benefits to start. Well, I'd just rather do it online. Can you email me how to do that? I could provide... Well, I could send you the benefit guide. So if, just keep in mind you have until tomorrow to do the enrollment. Okay. All right. If you need help enrolling, you could still give us a call and we'll be able to assist you. I will send you a benefit guide where you're going to find the link that you could go ahead online and enroll. Okay. Thank you. All right. Is there anything else I could do

for you, sir? No, ma'am. All right. Thank you for giving us a call today. Have a great rest of the day, sir. You too.

## 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 Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, it's Alicia with APL. How are you doing today?

Speaker speaker\_1: Good, Alicia. Happy New Year. I'm w- how about you?

Speaker speaker\_2: I'm doing well, thank you. I have a Mr. Miles with Crown Services. He is looking to get his dental policy information, and I don't have him on file.

Speaker speaker\_1: Okay. Do you have the last four so I could pull up his file?

Speaker speaker\_2: I do not. I d- I didn't write it down. I did try to locate him by social, but it didn't come up, and I don't write the socials down. I do apologize.

Speaker speaker\_1: No problem. You said Miles?

Speaker speaker\_2: Last name Miles.

Speaker speaker\_1: Mm-hmm. All right. Go ahead, tell him we will try to find his information.

Speaker speaker\_2: All right. Thank you. One moment, please.

Speaker speaker\_1: Sure. And I'm sorry, what was your name? Pamela.

Speaker speaker\_2: Pamela, thank you. One moment, please.

Speaker speaker\_1: Sure.

Speaker speaker\_2: Mr. Miles, thank you for your patience. I do have Pamela on the line, and she will assist you further. Have a wonderful day.

Speaker speaker\_3: You too. Thank you.

Speaker speaker\_2: Thank you. And bye-bye.

Speaker speaker\_1: Hi, Mr. Miles. Um, my name is Pamela, and I will be assisting you. Happy New Year. Uh, may I have the last-

Speaker speaker\_3: How can I help you?

Speaker speaker\_1: ... four digits of your Social so I could pull up your file?

Speaker speaker\_3: It's 5185.

Speaker speaker\_1: 5185... And what is your first name?

Speaker speaker\_3: M-O-N-T-E-Z.

Speaker speaker\_1: Montez?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: All right. Mr. Miles, for security reasons, just to make sure I am in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_3: 7816 Westbrook Road, and my date of birth is 6/21/1977.

Speaker speaker\_1: And where is your address located? I need the city, state and zip code just to make sure-

Speaker speaker\_3: Y-

Speaker speaker\_1: ... I have the correct one in.

Speaker speaker\_3: Yeah, the Louisville, Kentucky 40258.

Speaker speaker\_1: Thank you. All right. We have a phone number on file 502-539-1329, and your email is your first name, last name, 298@gmail.com?

Speaker speaker\_3: Correct.

Speaker speaker\_1: Okay. And the lady from APL, she said you're looking for information regarding your dental benefits?

Speaker speaker\_3: I want my dental and my vision.

Speaker speaker\_1: Okay. So here you are only enrolled in the health benefits with a preventive care plan. You're not enrolled in dental or vision.

Speaker speaker\_3: All right. Well, can you provide me with a, a health doctor?

Speaker speaker\_1: Well, we do have, we do have your ID card?

Speaker speaker\_3: I have my employee ID, yes.

Speaker speaker\_1: Okay. On the ID card, you have a website and a phone number. It's called MultiPlan. That's where you're going to be able to find your providers closest to you.

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_1: Okay. Um, Mr. Miles-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: Uh... Crown is under open enrollment, and it will end on tomorrow. Um, you do have the chance to enroll in the dental and vision at this time, if you would like.

Speaker speaker\_3: So what, uh, where's that at? When, when would I look that up then?

Speaker speaker\_1: Well, we could do it now over the phone, or you could go online to mybiac/, I mean,.com/crownservices.

Speaker speaker\_3: So if I do it o- online, like when will I be able to use it?

Speaker speaker\_1: Oh, it takes about two to three weeks for the benefits to start.

Speaker speaker\_3: Well, I'd just rather do it online. Can you email me how to do that?

Speaker speaker\_1: I could provide... Well, I could send you the benefit guide. So if, just keep in mind you have until tomorrow to do the enrollment.

Speaker speaker\_3: Okay.

Speaker speaker\_1: All right. If you need help enrolling, you could still give us a call and we'll be able to assist you. I will send you a benefit guide where you're going to find the link that you could go ahead online and enroll.

Speaker speaker\_3: Okay. Thank you.

Speaker speaker\_1: All right. Is there anything else I could do for you, sir?

Speaker speaker\_3: No, ma'am.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_3: You too.