

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Central. This is Pamela speaking. How may I help you? Hi, you say your name is Pamela? Yes, ma'am. Hi, Ms. Pamela. My name Raytonya Cheatham. I think I spoke with you before. Um, I'm trying to, um, finalize my benefits before the time span runs out for me to do it. And I got a email, um, saying that I needed to call you g- uh, call you all to finalize the information for my dependents, um, because when I was trying to do it online, for some reason it wasn't allowing me to add my dependents. Okay. And what's the name of the temp agency you work for, ma'am? Um, it was called Terra, and I think they changed it to... But- Super Say Yeah. But... Yes. So. May I have the last four digits of your Social so I can pull up your file? Yes, ma'am. 7360. And your first and last name? Raytonya Cheatham. Ms. Cheatham, for security reasons, just to make sure that we are in the correct file, can we please verify your complete address and date of birth? Yes. 4/14/82. Address is 2336 Felder Lane, Fort Worth, Texas 76112. Okay. We have the phone number 682-412-4011 and your email is momoF3Q37@gmail. Yes. So... So, um, yes. You selected to be enrolled for you and your child? Mm-hmm. But you did not provide your child's information? Yeah. You see it as valuable? Yeah, it... When I was doing it online, it kept telling me that I was unable to add his information. Okay. So what we need then... Let's see here. Okay. Then we make the changes and then I'm gonna ask... So you want the free Rx for you and your child? Mm-hmm. The free Rx, yes, ma'am. The group accident, behavioral health. Mm-hmm. BAP+. Okay. So for you and your child, we, um, we're gonna enroll him in the BAP+, the free Rx, the group accident, behavioral health and the total will be \$62.57 for both of you. Okay. And that's per, um, per paycheck, so weekly? Yes, ma'am. Okay. Okay, that's fine. Okay. Okay. Okay, so the benefits will start the following Monday after we receive the first premium from your employer. Mm-hmm. And then your ID card will be authorized in the system and it will be mailed out to you within the seven to ten days. Now the medical card, it will, um, go to your email. Okay. If you need a physical one, then you could give us a call and we could request one for you. Okay. Now, I'm gonna need the first name of your child. Okay. His name is Amir and I'll spell it for you. A as in alpha, apostrophe, M as in Mary, I-R, and same last name, Cheatham. Okay. Do you have his Social? Yes, ma'am. It's, um, 641- 641- ... 71- ... 71- ... 6429. ... 29. 6429. His date of birth? It is, uh, June 17, 2014. Only one child? Yes, ma'am. Um, would you like to add your beneficiary now for the, um, accident group or you would like to call back for that? Um, no, I, I can call back for that. That's fine. No problem. All you're gonna need, it's the first, last name and the relationship. Um, for, for Amir? Oh, okay. Oh, you said I'm just gonna call back. If you... You have this, um, group accident. So the group a- um, accident, um, you have to have a beneficiary. Oh, okay. I see what you're saying. So that- Yeah. ... that automatically comes with this, with the, um, in the plan that I'm enrolling? Yes, ma'am. The group accident?

Oh, okay. Got you, I got you. Okay. Okay. Um-Okay, I can, I can list Amir. Uh, I mean, I guess. Okay, no problem. Yeah, Amir, Amir. Yeah, he's, he's, he's with you now, yeah. That's fine. Uh, yeah. Yep, we got him in there. Is there anything else I could do for you? Um, no, ma'am. That was all. All right. So like I said, um, the following Monday after we receive the, the premium, um, your benefits will be active. 72 hours after that, you could give us a call if you need to use your benefits and we could send you, um, temporary IDs to your email. Okay. All right? Now let me, um, let me ask you this. Um, how would I know if the benefits that I'm signing up for, if that is, um, something that my, like, my, um, previous or my current PCP and his current PCP will actually accept? Like how would I know- Um- ... that information? I could provide you with a telephone number that you could call, or a- Okay. ... website that you could check if he's in-network. Are you able to send the website to my email address? Or no? Yes, I could do that. Yes, I can do that. Okay, good, because you can do that, 'cause I don't actually have a pen at this very moment. That's fine. Uh, let's see. Let me see what kind of thing that I have all that information for providers. Yeah. All right. Let me see. You have... All right. So I will go ahead and send it to your email. Check your spam and junk mail. It might go there. Okay. And it is the, the number and the website where you could check that. Anything else- No. ... ma'am? No, that's it. Thank you so much. Thank you. Thank you for giving us a call today. All right, thank you. Have a good evening. You too, ma'am. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Central. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, you say your name is Pamela?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Hi, Ms. Pamela. My name Raytonya Cheatham. I think I spoke with you before. Um, I'm trying to, um, finalize my benefits before the time span runs out for me to do it. And I got a email, um, saying that I needed to call you g- uh, call you all to finalize the information for my dependents, um, because when I was trying to do it online, for some reason it wasn't allowing me to add my dependents.

Speaker speaker_1: Okay. And what's the name of the temp agency you work for, ma'am?

Speaker speaker_2: Um, it was called Terra, and I think they changed it to... But-

Speaker speaker_1: Super Say Yeah.

Speaker speaker_2: But... Yes. So.

Speaker speaker_1: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Yes, ma'am. 7360.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Raytonya Cheatham.

Speaker speaker_1: Ms. Cheatham, for security reasons, just to make sure that we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: Yes. 4/14/82. Address is 2336 Felder Lane, Fort Worth, Texas 76112.

Speaker speaker_1: Okay. We have the phone number 682-412-4011 and your email is momoF3Q37@gmail.

Speaker speaker_2: Yes.

Speaker speaker_1: So... So, um, yes. You selected to be enrolled for you and your child?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But you did not provide your child's information?

Speaker speaker_2: Yeah.

Speaker speaker_1: You see it as valuable?

Speaker speaker_2: Yeah, it... When I was doing it online, it kept telling me that I was unable to add his information.

Speaker speaker_1: Okay. So what we need then... Let's see here. Okay. Then we make the changes and then I'm gonna ask... So you want the free Rx for you and your child?

Speaker speaker_2: Mm-hmm. The free Rx, yes, ma'am.

Speaker speaker_1: The group accident, behavioral health.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: BAP+. Okay. So for you and your child, we, um, we're gonna enroll him in the BAP+, the free Rx, the group accident, behavioral health and the total will be \$62.57 for both of you.

Speaker speaker_2: Okay. And that's per, um, per paycheck, so weekly?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Okay, that's fine. Okay.

Speaker speaker_1: Okay. Okay, so the benefits will start the following Monday after we receive the first premium from your employer.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then your ID card will be authorized in the system and it will be mailed out to you within the seven to ten days. Now the medical card, it will, um, go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: If you need a physical one, then you could give us a call and we could request one for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, I'm gonna need the first name of your child.

Speaker speaker_2: Okay. His name is Amir and I'll spell it for you. A as in alpha, apostrophe, M as in Mary, I-R, and same last name, Cheatham.

Speaker speaker_1: Okay. Do you have his Social?

Speaker speaker_2: Yes, ma'am. It's, um, 641-

Speaker speaker_1: 641-

Speaker speaker_2: ... 71-

Speaker speaker_1: ... 71-

Speaker speaker_2: ... 6429.

Speaker speaker_1: ... 29. 6429. His date of birth?

Speaker speaker_2: It is, uh, June 17, 2014.

Speaker speaker_1: Only one child?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, would you like to add your beneficiary now for the, um, accident group or you would like to call back for that?

Speaker speaker_2: Um, no, I, I can call back for that. That's fine.

Speaker speaker_1: No problem. All you're gonna need, it's the first, last name and the relationship.

Speaker speaker_2: Um, for, for Amir? Oh, okay. Oh, you said I'm just gonna call back.

Speaker speaker_1: If you... You have this, um, group accident. So the group a- um, accident, um, you have to have a beneficiary.

Speaker speaker_2: Oh, okay. I see what you're saying. So that-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... that automatically comes with this, with the, um, in the plan that I'm enrolling?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: The group accident? Oh, okay. Got you, I got you. Okay. Okay.
Um-Okay, I can, I can list Amir. Uh, I mean, I guess.

Speaker speaker_1: Okay, no problem.

Speaker speaker_2: Yeah, Amir, Amir.

Speaker speaker_1: Yeah, he's, he's, he's with you now, yeah. That's fine. Uh, yeah. Yep, we got him in there. Is there anything else I could do for you?

Speaker speaker_2: Um, no, ma'am. That was all.

Speaker speaker_1: All right. So like I said, um, the following Monday after we receive the, the premium, um, your benefits will be active. 72 hours after that, you could give us a call if you need to use your benefits and we could send you, um, temporary IDs to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Now let me, um, let me ask you this. Um, how would I know if the benefits that I'm signing up for, if that is, um, something that my, like, my, um, previous or my current PCP and his current PCP will actually accept? Like how would I know-

Speaker speaker_1: Um-

Speaker speaker_2: ... that information?

Speaker speaker_1: I could provide you with a telephone number that you could call, or a-

Speaker speaker_2: Okay.

Speaker speaker_1: ... website that you could check if he's in-network.

Speaker speaker_2: Are you able to send the website to my email address? Or no?

Speaker speaker_1: Yes, I could do that. Yes, I can do that.

Speaker speaker_2: Okay, good, because you can do that, 'cause I don't actually have a pen at this very moment.

Speaker speaker_1: That's fine. Uh, let's see. Let me see what kind of thing that I have all that information for providers. Yeah. All right. Let me see. You have... All right. So I will go ahead and send it to your email. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: And it is the, the number and the website where you could check that. Anything else-

Speaker speaker_2: No.

Speaker speaker_1: ... ma'am?

Speaker speaker_2: No, that's it. Thank you so much.

Speaker speaker_1: Thank you. Thank you for giving us a call today.

Speaker speaker_2: All right, thank you. Have a good evening.

Speaker speaker_1: You too, ma'am.

Speaker speaker_2: Thank you. Bye-bye.