

Transcript: Pamela

Blanc-5839585862270976-6288132046897152

Full Transcript

Thank you for calling Benefits and Appeals. This is Pamela <<I'm calling to verify the benefits and put you, the information that you have for the benefits. I just started with a new employer and you guys have taken, um, out for benefits but I never received anything in regards to the benefits or who the network is with or anything. Okay. So who do you work for, ma'am? DGSS. Can you hear me? Yes. It's a lot of, it's background noise. Th- that's why. And what's the last four digits of your Social? 8567. Your first and last name? Tia Cannon. Can you repeat it for me please? I, I could barely hear you. Tia Cannon. Thank you. Ms. Cannon, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Mm-hmm. Date of birth is 3/17/90. Okay. Address is 20235 Keith Harrow Boulevard, Apartment 812. All right. And we have a telephone number on file, uh, 414-281-6043. No, it should be 218-6043. Not 281. It should be 218-6043. It was my mistake. That's the correct that we have in the file. Okay. Okay, um... So I see that you are enrolling the benefits but they're not active yet. Um, we will- Okay. ... be looking for your, for your employee, employer to make the deductions and send, um, an order for us to be... I mean, I'm sorry. In order for the benefits to be active after we receive the- Because I'm showing the deductions are ready. When did they make the deduction? Um, I'm showing that they made them for this cycle. Okay. So we haven't received it yet. If you want to give us a call on Monday to, um... so that way we could, um, see if they posted. But so far I still don't have- Can you can... Can you confirm for me who is all listed on there? Myself... For you and the family, uh, we have Patrick, your spouse, Aliah, your child, child, and Eva, Ava? Mm-hmm. Your child? Yep. Those are everyone listed there. Okay, great. And one second. I just want to make sure. You're showing for... What I have showing for the deductions, I want to make sure matches what you have. Mm-hmm. So I'm showing that... One second. I have \$100... \$101.83. Yes. Is that going to be from each paycheck? Yes, ma'am. So what's the total amount for everybody for the month? Well, then we have to... Because this is weekly. They do not charge you monthly. So that would be that- Right. ... amount of funds for. Right. And you're showing medical, vision, dental and what else? Uh, you have medical, vision, virtual care, uh, FreeRx which is the prescription plan, short-term disability, life, critical illness, group accident behavioral health, ID expert and your medical. Okay. And that's for everybody, right? Yes, ma'am. Except for the short-term. I'm sorry? Except for the short-term disability. That's only applied for employee. For me. Yeah. Okay. Okay. Anything else? Uh- Thank you. No, that's it. All right. Thank you for giving us a call today. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Appeals. This is Pamela <<I'm calling to verify the benefits and put you, the information that you have for the benefits. I just started with a new employer and you guys have taken, um, out for benefits but I never received anything in regards to the benefits or who the network is with or anything. Okay. So who do you work for, ma'am?

Speaker speaker_1: DGSS. Can you hear me?

Speaker speaker_0: Yes. It's a lot of, it's background noise. Th- that's why. And what's the last four digits of your Social?

Speaker speaker_1: 8567.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Tia Cannon.

Speaker speaker_0: Can you repeat it for me please? I, I could barely hear you.

Speaker speaker_1: Tia Cannon.

Speaker speaker_0: Thank you. Ms. Cannon, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Mm-hmm. Date of birth is 3/17/90.

Speaker speaker_0: Okay.

Speaker speaker_1: Address is 20235 Keith Harrow Boulevard, Apartment 812.

Speaker speaker_0: All right. And we have a telephone number on file, uh, 414-281-6043.

Speaker speaker_1: No, it should be 218-6043. Not 281. It should be 218-6043.

Speaker speaker_0: It was my mistake. That's the correct that we have in the file.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, um... So I see that you are enrolling the benefits but they're not active yet. Um, we will-

Speaker speaker_1: Okay.

Speaker speaker_0: ... be looking for your, for your employee, employer to make the deductions and send, um, an order for us to be... I mean, I'm sorry. In order for the benefits to be active after we receive the-

Speaker speaker_1: Because I'm showing the deductions are ready.

Speaker speaker_0: When did they make the deduction?

Speaker speaker_1: Um, I'm showing that they made them for this cycle.

Speaker speaker_0: Okay. So we haven't received it yet. If you want to give us a call on Monday to, um... so that way we could, um, see if they posted. But so far I still don't have-

Speaker speaker_1: Can you can... Can you confirm for me who is all listed on there? Myself...

Speaker speaker_0: For you and the family, uh, we have Patrick, your spouse, Aliah, your child, child, and Eva, Ava?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Your child?

Speaker speaker_1: Yep.

Speaker speaker_0: Those are everyone listed there.

Speaker speaker_1: Okay, great. And one second. I just want to make sure. You're showing for... What I have showing for the deductions, I want to make sure matches what you have.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I'm showing that... One second.

Speaker speaker_0: I have \$100... \$101.83.

Speaker speaker_1: Yes. Is that going to be from each paycheck?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: So what's the total amount for everybody for the month?

Speaker speaker_0: Well, then we have to... Because this is weekly. They do not charge you monthly. So that would be that-

Speaker speaker_1: Right.

Speaker speaker_0: ... amount of funds for.

Speaker speaker_1: Right. And you're showing medical, vision, dental and what else?

Speaker speaker_0: Uh, you have medical, vision, virtual care, uh, FreeRx which is the prescription plan, short-term disability, life, critical illness, group accident behavioral health, ID expert and your medical.

Speaker speaker_1: Okay. And that's for everybody, right?

Speaker speaker_0: Yes, ma'am. Except for the short-term.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Except for the short-term disability. That's only applied for employee.

Speaker speaker_1: For me. Yeah. Okay.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Uh-

Speaker speaker_0: Thank you.

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: You too.