

## **Transcript: Pamela**

**Blanc-6125803576180736-6210646091710464**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking, how may I help you? Hi, I have a question for you. I was, um, off of an assignment for six weeks. I just wanna make sure my benefits are reinstated. Okay. D- do you hope to have them reinstated? I guess I'm calling now to have them reinstated. Oh, okay. Yeah, they do not reinstate by itself, I mean automatically. Oh, okay. Okay. May I have the last four digits of your Social? Sure, it's 4932. And what's, sorry, what was the name of the staffing agency? Um, I am with Oxford. Oxford, okay. Your first and last name, ma'am? Karla with a K, um, Clark, C-L-A-R-K. Thank you. Clark, for security reasons, just to make sure we are in the correct file, can you say your address and date of birth? Yeah. It should be 5500 Bradna Drive, B-R-A-D-N-A, LA 90043 and 2/24/78. Thank you. We have a phone number- Mm-hmm. ... on file, 310-936-7465 and your email is karlee, with three e, 25@giallo.com? Mm-hmm. You got it. All right. So, um, you want it reinstated just the way it was, InsurePlus Basic, dental and vision for you and your child? Yes. Are we a Sabrina Tanner? Yes. Definitely. And let me ask you a question. Is it, um, uh, when does this, is it gonna make it... 'cause I have an, a doctor's appointment on the 16th. Would it be reinstated by then? No, because we will submit this information to Oxford this week and it usually take about a week or so, or two, for the benefits- Mm-hmm. ... to be reinstated. Okay, so about two weeks- So most- ... to be reinstated. Yeah, most likely. Let me see what the system tells me. Give me one sec. Okay. Yeah. So, well, with the system it says on the 23rd, but that's gonna depend on when we receive the, the premium from them. But if we receive it on- Oh, got it. Yeah. So if we receive it on the week of the 20th, on that Friday, then on- Mm-hmm. ... Monday the 23rd, the benefits should be active. All right, so the week of the 23rd they should be active? Yes. Okay, perfect. If you wanted to go to school on that Monday of the 23rd, um, just to verify that they became effective, um, you could do so. Okay. Wonderful. Sounds good. I'll definitely do that. And you will... Sure. Mm-hmm. And you will be able to use the same ID cards. Oh, good. Okay. So nothing changed on the account. Perfect. No, 'cause it's less than six months so it's, it's fine. Okay. So that's the same for all of the plans? Yes, all of the- For the dental? Mm-hmm. Okay. All right. Wonderful. Thank you so much. But just make sure they're active before you use it, so that way you, um, get your, uh, cover. No, I definitely will. I'll call you guys back the week- Okay. ... of the 23rd. All right. Anything else I can do for you, ma'am? No, that is it. I appreciate you. All right. Thank you for giving us a call today. Have a great rest of the day. All right. Thank you so much. 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 and Accords. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Hi, I have a question for you. I was, um, off of an assignment for six weeks. I just wanna make sure my benefits are reinstated.

Speaker speaker\_1: Okay. D- do you hope to have them reinstated?

Speaker speaker\_2: I guess I'm calling now to have them reinstated.

Speaker speaker\_1: Oh, okay. Yeah, they do not reinstate by itself, I mean automatically.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: Sure, it's 4932.

Speaker speaker\_1: And what's, sorry, what was the name of the staffing agency?

Speaker speaker\_2: Um, I am with Oxford.

Speaker speaker\_1: Oxford, okay. Your first and last name, ma'am?

Speaker speaker\_2: Karla with a K, um, Clark, C-L-A-R-K.

Speaker speaker\_1: Thank you. Clark, for security reasons, just to make sure we are in the correct file, can you say your address and date of birth?

Speaker speaker\_2: Yeah. It should be 5500 Bradna Drive, B-R-A-D-N-A, LA 90043 and 2/24/78.

Speaker speaker\_1: Thank you. We have a phone number-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... on file, 310-936-7465 and your email is karlee, with three e, 25@giallo.com?

Speaker speaker\_2: Mm-hmm. You got it.

Speaker speaker\_1: All right. So, um, you want it reinstated just the way it was, InsurePlus Basic, dental and vision for you and your child?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Are we a Sabrina Tanner?

Speaker speaker\_2: Yes. Definitely. And let me ask you a question. Is it, um, uh, when does this, is it gonna make it... 'cause I have an, a doctor's appointment on the 16th. Would it be reinstated by then?

Speaker speaker\_1: No, because we will submit this information to Oxford this week and it usually take about a week or so, or two, for the benefits-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... to be reinstated.

Speaker speaker\_2: Okay, so about two weeks-

Speaker speaker\_1: So most-

Speaker speaker\_2: ... to be reinstated.

Speaker speaker\_1: Yeah, most likely. Let me see what the system tells me. Give me one sec.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah. So, well, with the system it says on the 23rd, but that's gonna depend on when we receive the, the premium from them. But if we receive it on-

Speaker speaker\_2: Oh, got it.

Speaker speaker\_1: Yeah. So if we receive it on the week of the 20th, on that Friday, then on-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... Monday the 23rd, the benefits should be active.

Speaker speaker\_2: All right, so the week of the 23rd they should be active?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: If you wanted to go to school on that Monday of the 23rd, um, just to verify that they became effective, um, you could do so.

Speaker speaker\_2: Okay. Wonderful. Sounds good. I'll definitely do that.

Speaker speaker\_1: And you will... Sure.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And you will be able to use the same ID cards.

Speaker speaker\_2: Oh, good. Okay. So nothing changed on the account. Perfect.

Speaker speaker\_1: No, 'cause it's less than six months so it's, it's fine.

Speaker speaker\_2: Okay. So that's the same for all of the plans?

Speaker speaker\_1: Yes, all of the-

Speaker speaker\_2: For the dental?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay. All right. Wonderful. Thank you so much.

Speaker speaker\_1: But just make sure they're active before you use it, so that way you, um, get your, uh, cover.

Speaker speaker\_2: No, I definitely will. I'll call you guys back the week-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... of the 23rd.

Speaker speaker\_1: All right. Anything else I can do for you, ma'am?

Speaker speaker\_2: No, that is it. I appreciate you.

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

Speaker speaker\_2: All right. Thank you so much. Bye.