

## Transcript: Pamela

**Blanc-6534211187032064-4790970104201216**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for TenorCard. This is Pamela speaking. How may I help you? Hi, Pamela. Um, I'm trying to log in and get my, um, card information, but, um, it said that my account was disabled. Okay. Um, who do you work for? Oxford Global. May I have the last four digits of your Social, so I can pull up your account? 8085. 8085. Correct. And your first and last name? Catherine Williams. Miss Williams, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 16620 North 7th Street, Apartment 1278, Phoenix, Arizona 85022. Date of birth is 7/14/1980. Okay. I'm sorry, I just had some dental work, so it's kinda hard to talk. No problem. I still hear you well. Thank you. Um, okay. So we have a telephone number on file, 443-366-7415, and your email? Correct. Email is- Um... .. kwcoding@gmail. Yes, ma'am. Okay. Um, all right. So I will go ahead and check for your ID cards and email it to you. Okay. Let's see. Bear with me since we in a brief hold. This is Catherine. Miss Williams? Hello? Yes. Yes? I... For some reason, I'm not able to pull up two of your ID cards, which is the med- the dental one or your medical plan. I'm gonna have to reach out to the carrier, send them an email to get that information. I only have a... Let's see. I have your preventive care and the information for your vision. I could send you that one now, and... So you don't have my dental? Mm. I don't h- have it. Uh, it's not showing in the system. So I will have to reach out to the carrier. Okay, because I have a dental appointment in a, in a few hours and I need to update them with my insurance. I completely understand. Um, if you would like, you could tell them to give us a call. We could let them know that your benefit... Let me make sure about this here. Is it the same number that I just called? Yes. You could let them know- And what do I, what do I tell them to ask for? That's what I'm trying to tell you. Oh, okay. Sorry. Yeah. No problem. So you let them know to give us a call that, um, your benefits are active and we can provide them where to submit the claim. Hopefully, by the time they give us a call, I might have the information ready, but I cannot assure you that. Okay. I have to contact the carrier. Um... Okay. But yes, your benefits are active. So we're going to let them know that. Right. Um... Okay. Is there a specific time to call you back, ma'am? Um, any time before, um, before noon. All right, so if I get noon, 12? My appointment's at noon. So if it's- Today? ... before that, that would be great. Today. It's 11:55. Oh no, sorry, I'm in Arizona, so it's, uh, 9:55. Oh. That's... Okay. I was like, "Oh, it's 11:55 here." All right, no problem. I'll try to do my best to get the information before that. Okay. And when they call, if you don't get the information, um, what do they need to provide to, um, you? To find you? This number? Yeah. We're going to need your last four digits and the company you work for, which is Arc for first and last name. Same thing I asked you. Okay. Thank you. All right. Thank you for giving us a call about... We'll reach out to you. All right. Bye-bye. To get your information. Okay. Wonderful. Thanks.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits for TenorCard. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, Pamela. Um, I'm trying to log in and get my, um, card information, but, um, it said that my account was disabled.

Speaker speaker\_1: Okay. Um, who do you work for?

Speaker speaker\_2: Oxford Global.

Speaker speaker\_1: May I have the last four digits of your Social, so I can pull up your account?

Speaker speaker\_2: 8085.

Speaker speaker\_1: 8085.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Catherine Williams.

Speaker speaker\_1: Miss Williams, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: 16620 North 7th Street, Apartment 1278, Phoenix, Arizona 85022. Date of birth is 7/14/1980.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm sorry, I just had some dental work, so it's kinda hard to talk.

Speaker speaker\_1: No problem. I still hear you well. Thank you. Um, okay. So we have a telephone number on file, 443-366-7415, and your email?

Speaker speaker\_2: Correct. Email is-

Speaker speaker\_1: Um...

Speaker speaker\_2: ... kwcoding@gmail.

Speaker speaker\_1: Yes, ma'am. Okay. Um, all right. So I will go ahead and check for your ID cards and email it to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let's see. Bear with me since we in a brief hold.

Speaker speaker\_2: This is Catherine.

Speaker speaker\_1: Miss Williams?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yes?

Speaker speaker\_1: I... For some reason, I'm not able to pull up two of your ID cards, which is the med- the dental one or your medical plan. I'm gonna have to reach out to the carrier, send them an email to get that information. I only have a... Let's see. I have your preventive care and the information for your vision. I could send you that one now, and...

Speaker speaker\_2: So you don't have my dental?

Speaker speaker\_1: Mm. I don't h- have it. Uh, it's not showing in the system. So I will have to reach out to the carrier.

Speaker speaker\_2: Okay, because I have a dental appointment in a, in a few hours and I need to update them with my insurance.

Speaker speaker\_1: I completely understand. Um, if you would like, you could tell them to give us a call. We could let them know that your benefit... Let me make sure about this here.

Speaker speaker\_2: Is it the same number that I just called?

Speaker speaker\_1: Yes. You could let them know-

Speaker speaker\_2: And what do I, what do I tell them to ask for?

Speaker speaker\_1: That's what I'm trying to tell you.

Speaker speaker\_2: Oh, okay. Sorry.

Speaker speaker\_1: Yeah. No problem. So you let them know to give us a call that, um, your benefits are active and we can provide them where to submit the claim. Hopefully, by the time they give us a call, I might have the information ready, but I cannot assure you that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I have to contact the carrier. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: But yes, your benefits are active. So we're going to let them know that. Right. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Is there a specific time to call you back, ma'am?

Speaker speaker\_2: Um, any time before, um, before noon.

Speaker speaker\_1: All right, so if I get noon, 12?

Speaker speaker\_2: My appointment's at noon. So if it's-

Speaker speaker\_1: Today?

Speaker speaker\_2: ... before that, that would be great. Today.

Speaker speaker\_1: It's 11:55.

Speaker speaker\_2: Oh no, sorry, I'm in Arizona, so it's, uh, 9:55.

Speaker speaker\_1: Oh. That's... Okay. I was like, "Oh, it's 11:55 here." All right, no problem. I'll try to do my best to get the information before that.

Speaker speaker\_2: Okay. And when they call, if you don't get the information, um, what do they need to provide to, um, you?

Speaker speaker\_1: To find you? This number?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: We're going to need your last four digits and the company you work for, which is Arc for first and last name. Same thing I asked you.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: All right. Thank you for giving us a call about... We'll reach out to you.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: To get your information.

Speaker speaker\_2: Okay. Wonderful. Thanks.