

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits ... Go ahead. ... my name is Pearl. Who did I just, who was I speaking with? Tyeceana Heartwell. Can I assist you, Ms. Heartwell? Um, yes, I was calling, um, I'm just now going through all my voicemails. Um, y'all had called me a couple weeks ago, uh, for pro- about my benefits. I just started with TRC and, um, I was also trying to see something about with my kids, making sure that they're... oh, well, yeah, making sure they're on the, um, benefits as well 'cause when I filled out the paperwork, it only allowed me to put one child down. Um, but I was call, I was coming, calling to change that and 'cause he's not moving up here with me, so I'm trying to just get the other two on the benefits. Okay, what is the last four digits of your Social? 11 30. And your address and date of birth? 4-24-1989. And your address? 51 Lew, I mean, Leewitt Drive, um... Sorry, I'm still trying to learn the address. Um, Swansea, North, um, South Carolina 29160. I just moved to North Carolina, still trying to learn everything. Okay. Um, and it's just 51 We- Leewitt Road? Yes, ma'am. L-E-E-W-I-T-T. Okay. Bear with me one moment. So the, the... Give me one second. Let me... So the dependent that we, that we did put on, Mr. Jacoby? You want him- Jacoby, yes. ... removed? You want him removed? Yes, ma'am. And then you want to add on two other children? Yes, ma'am. Okay, bear with me one moment. Let me just confirm our date real quick and we can go from there. Okay. Looks like you're just in time to still make changes. I just need to confirm that real quick, okay? Okay, I guess so. Yes, you are in time still, so that's great. Okay, good. So, it looks like what we had called you about is 'cause you had chose coverage for employee plus family, but without information. So it's, it is supposed to be just you and your children, correct? Yes, ma'am. Uh, for- Okay. ... the medical and vision. I think that's what I put it down for. Okay, so just medical and vision 'cause I have you here for medical, life insurance, vision and preventative health for you and your children. Okay. Well, yes, if, if I can get them on everything, I guess, yes 'cause yeah, I haven't got them in Medicaid down here neither yet, so can I just do that? All right, yeah. Let's see. Well, I guess and, and dental too, yeah. So yeah, just everything. Oh, so you want them dental? I don't have them on- Oh, you don't have them? ... dental. I can put them on, but they are not at the moment. Okay, yes, ma'am. I can... Yes. Okay. And then once I get that straight with the Medicaid, um, I'll be a... When, how long do I got before I can, like, remove them, you know, get that straight? So you can, you can downgrade at any time. Okay. Just you wouldn't be able to put them back on until open enrollment again. Hmm. Okay, okay. So let's see. What is the name of the first child that you're wanting on the account? J-A-Y R-O-N and last name Heartwell, H-E-A-R-T-W-E-L-L. Okay, full Social? Oh, Social, hold on. I didn't know you need that. Just give me one second. What's the Social? Okay, his Social is 695-14-7980. Okay, and date of birth? 3-17-2010. All righty. And what's the name of the other child? Shayne, S-H-A-Y-N-E Robinson. K-

R-O-B-I-N-... Oh, sorry. Go ahead. Sorry. You said K-S-H-A-Y-R-O-S? S-H-A-Y-N-E. Oh, sorry about that. N-E- On the- ... H. Robinson? Yes. R-O-B-I-N-S-O-N. Okay, full Social. 682-66-4591. Date of birth? 10-9-14. All righty. Okay, so I went ahead and got them added to dental so now it'll be employee plus ch- plus children for your medical, dental, life insurance, vision and preventative health. Okay. And, um- Okay. ... when would they be able to use that 'cause, um, 'cause I got some cards, but it was only like one card. So will I use that same or do they get their own card? So all the cards will be, it will be just one. Um, it'll say employee plus children on it. For Mr... For the, so for the two children you just added on, as far as coverage, you would have to wait until your deductions change. Your deductions are gonna go up to \$69.07. Um, that's because we changed the dental. Once you see the deduction- Okay. ... of 69.07, the following Monday they're active on dental. Um, and well, they're active on their coverage 'cause they weren't on it at all, so after that first deduction, the following Monday they'll become active, um, and then you... Mm, I believe you will receive new cards. Um, but either way, one step. First deduction, if you want to make an appointment the following week, you can just give your, either your provider's office, your dentist, whoever you're going to, just give them our number and we can verify coverage for the, for you, for them as well. Oh, okay. So just wait, so it should get taken off on the next check that's coming up? Yeah. It could take one to two weeks. Oh, one to two weeks. Okay. That's, that's good. That's fine. Okay. All right, well- Okay. ... thank you. I appreciate it. No problem. Thank you so much for calling. You have a great day. You too. Thank you. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits ...

Speaker speaker_0: Go ahead.

Speaker speaker_1: ... my name is Pearl. Who did I just, who was I speaking with?

Speaker speaker_0: Tyceana Heartwell.

Speaker speaker_1: Can I assist you, Ms. Heartwell?

Speaker speaker_2: Um, yes, I was calling, um, I'm just now going through all my voicemails. Um, y'all had called me a couple weeks ago, uh, for pro- about my benefits. I just started with TRC and, um, I was also trying to see something about with my kids, making sure that they're... oh, well, yeah, making sure they're on the, um, benefits as well 'cause when I filled out the paperwork, it only allowed me to put one child down. Um, but I was call, I was coming, calling to change that and 'cause he's not moving up here with me, so I'm trying to just get the other two on the benefits.

Speaker speaker_1: Okay, what is the last four digits of your Social?

Speaker speaker_2: 11 30.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: 4-24-1989.

Speaker speaker_1: And your address?

Speaker speaker_2: 51 Lew, I mean, Leewitt Drive, um... Sorry, I'm still trying to learn the address. Um, Swansea, North, um, South Carolina 29160. I just moved to North Carolina, still trying to learn everything.

Speaker speaker_1: Okay. Um, and it's just 51 We- Leewitt Road?

Speaker speaker_2: Yes, ma'am. L-E-E-W-I-T-T.

Speaker speaker_1: Okay. Bear with me one moment. So the, the... Give me one second. Let me... So the dependent that we, that we did put on, Mr. Jacoby? You want him-

Speaker speaker_2: Jacoby, yes.

Speaker speaker_1: ... removed? You want him removed?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then you want to add on two other children?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, bear with me one moment. Let me just confirm our date real quick and we can go from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Looks like you're just in time to still make changes. I just need to confirm that real quick, okay?

Speaker speaker_2: Okay, I guess so.

Speaker speaker_1: Yes, you are in time still, so that's great.

Speaker speaker_2: Okay, good.

Speaker speaker_1: So, it looks like what we had called you about is 'cause you had chose coverage for employee plus family, but without information. So it's, it is supposed to be just you and your children, correct?

Speaker speaker_2: Yes, ma'am. Uh, for-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the medical and vision. I think that's what I put it down for.

Speaker speaker_1: Okay, so just medical and vision 'cause I have you here for medical, life insurance, vision and preventative health for you and your children.

Speaker speaker_2: Okay. Well, yes, if, if I can get them on everything, I guess, yes 'cause yeah, I haven't got them in Medicaid down here neither yet, so can I just do that?

Speaker speaker_1: All right, yeah. Let's see.

Speaker speaker_2: Well, I guess and, and dental too, yeah. So yeah, just everything.

Speaker speaker_1: Oh, so you want them dental? I don't have them on-

Speaker speaker_2: Oh, you don't have them?

Speaker speaker_1: ... dental. I can put them on, but they are not at the moment.

Speaker speaker_2: Okay, yes, ma'am. I can... Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And then once I get that straight with the Medicaid, um, I'll be a... When, how long do I got before I can, like, remove them, you know, get that straight?

Speaker speaker_1: So you can, you can downgrade at any time.

Speaker speaker_2: Okay.

Speaker speaker_1: Just you wouldn't be able to put them back on until open enrollment again.

Speaker speaker_2: Hmm. Okay, okay.

Speaker speaker_1: So let's see. What is the name of the first child that you're wanting on the account?

Speaker speaker_2: J-A-Y R-O-N and last name Heartwell, H-E-A-R-T-W-E-L-L.

Speaker speaker_1: Okay, full Social?

Speaker speaker_2: Oh, Social, hold on. I didn't know you need that.

Speaker speaker_1: Just give me one second. What's the Social?

Speaker speaker_2: Okay, his Social is 695-14-7980.

Speaker speaker_1: Okay, and date of birth?

Speaker speaker_2: 3-17-2010.

Speaker speaker_1: All righty. And what's the name of the other child?

Speaker speaker_2: Shayne, S-H-A-Y-N-E Robinson.

Speaker speaker_1: K-

Speaker speaker_2: R-O-B-I-N-... Oh, sorry. Go ahead.

Speaker speaker_1: Sorry. You said K-S-H-A-Y-R-O-S?

Speaker speaker_2: S-H-A-Y-N-E.

Speaker speaker_1: Oh, sorry about that. N-E-

Speaker speaker_2: On the-

Speaker speaker_1: ... H. Robinson?

Speaker speaker_2: Yes. R-O-B-I-N-S-O-N.

Speaker speaker_1: Okay, full Social.

Speaker speaker_2: 682-66-4591.

Speaker speaker_1: Date of birth?

Speaker speaker_2: 10-9-14.

Speaker speaker_1: All righty. Okay, so I went ahead and got them added to dental so now it'll be employee plus ch- plus children for your medical, dental, life insurance, vision and preventative health.

Speaker speaker_2: Okay. And, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... when would they be able to use that 'cause, um, 'cause I got some cards, but it was only like one card. So will I use that same or do they get their own card?

Speaker speaker_1: So all the cards will be, it will be just one. Um, it'll say employee plus children on it. For Mr... For the, so for the two children you just added on, as far as coverage, you would have to wait until your deductions change. Your deductions are gonna go up to \$69.07. Um, that's because we changed the dental. Once you see the deduction-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of 69.07, the following Monday they're active on dental. Um, and well, they're active on their coverage 'cause they weren't on it at all, so after that first deduction, the following Monday they'll become active, um, and then you... Mm, I believe you will receive new cards. Um, but either way, one step. First deduction, if you want to make an appointment the following week, you can just give your, either your provider's office, your dentist, whoever you're going to, just give them our number and we can verify coverage for the, for you, for them as well.

Speaker speaker_2: Oh, okay. So just wait, so it should get taken off on the next check that's coming up?

Speaker speaker_1: Yeah. It could take one to two weeks.

Speaker speaker_2: Oh, one to two weeks. Okay. That's, that's good. That's fine. Okay. All right, well-

Speaker speaker_1: Okay.

Speaker speaker_2: ... thank you. I appreciate it.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: All right.