

Transcript: Sara

Marulanda-4704344544591872-4589277304012800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Octavia Wright. Hello, Ms. Wright. How may I help you? Um, I received a text saying that I need to call and let you... let you ... about my benefits. Okay. We are the healthcare administrators for different staffing companies. What company are you working with? ACC. Around the Clock Healthcare, okay. And may I have the last four digits of your Social Security number, please? 5199- And just for security purposes, ma'am, can you please verify your address or... and date of birth? 1751 Dogwood Road, Apartment 16-4, Charleston, South Carolina 29414. And you said my phone number? No, it's your date of birth. Oh, 1981, sorry. No, it's okay. Thank you very much. Email octaviawright1981@gmail.com? Yeah. And is your phone number 843-480-7793? 843-480-7793. Yes, ma'am. Thank you very much. Uh, how can I help you, ma'am? Uh, I was just calling to see what benefits I have, because I think I did it already, and I know I had a question about one of them. Yes, you are enrolled on 300X Dental Term Life, Vision and VIP Plus, which is a hospital indemnity, American, uh, coverage. But, uh, we're waiting for your company to start making deductions. We haven't received the deductions yet, so the coverage is not active yet. Oh. Okay. So... When? When? They, they told me that they sent it already. I just talked to somebody the other day about it, and they told me that they sent it. They sent me a copy of something. Hmm. See, I hate this back and forth because some people don't come... Yeah, they just said they sent it already. Oh, okay. But we haven't received that deduction. This is how that works. Once we receive the first deduction, the following Monday, that's when the coverage became active, and you're going to receive... Well, that Monday ... I'm sorry. That Monday, we're going to start processing the ID cards and the policy numbers, and you're gonna receive your, uh, vision, dental... okay, give me a minute please. Your dental and vision ID cards by the end of that week at your mailing address, and the medical is going to be sent to your email address. If you want a- Okay, I have- Go ahead, ma'am. I have a question. I think I figured two med- two medical ones. Could you see them? No. You have one medical only, the VIP Plus. Oh. On the thing they sent me, I have two of them. Okay, well that's fine. That's fine. Okay. I'm just- Um, o- ... going to be- Other than that, is there anything else that I can help you with, ma'am? No, ma'am. Thank you. You're more than welcome, Ms. Wright. Have a wonderful day and thank you for calling Benefits in a Cart.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Octavia Wright. Hello, Ms. Wright. How may I help you? Um, I received a text saying that I need to call and let you... let you ... about my benefits. Okay. We are the healthcare administrators for different staffing companies. What company are you working with? ACC. Around the Clock Healthcare, okay. And may I have the last four digits of your Social Security number, please? 5199- And just for security purposes, ma'am, can you please verify your address or... and date of birth? 1751 Dogwood Road, Apartment 16-4, Charleston, South Carolina 29414. And you said my phone number? No, it's your date of birth. Oh, 1981, sorry. No, it's okay. Thank you very much. Email octaviawright1981@gmail.com? Yeah. And is your phone number 843-480-7793? 843-480-7793. Yes, ma'am. Thank you very much. Uh, how can I help you, ma'am? Uh, I was just calling to see what benefits I have, because I think I did it already, and I know I had a question about one of them. Yes, you are enrolled on 300X Dental Term Life, Vision and VIP Plus, which is a hospital indemnity, American, uh, coverage. But, uh, we're waiting for your company to start making deductions. We haven't received the deductions yet, so the coverage is not active yet. Oh. Okay. So... When? When? They, they told me that they sent it already. I just talked to somebody the other day about it, and they told me that they sent it. They sent me a copy of something. Hmm. See, I hate this back and forth because some people don't come... Yeah, they just said they sent it already. Oh, okay. But we haven't received that deduction. This is how that works. Once we receive the first deduction, the following Monday, that's when the coverage became active, and you're going to receive... Well, that Monday ... I'm sorry. That Monday, we're going to start processing the ID cards and the policy numbers, and you're gonna receive your, uh, vision, dental... okay, give me a minute please. Your dental and vision ID cards by the end of that week at your mailing address, and the medical is going to be sent to your email address. If you want a- Okay, I have- Go ahead, ma'am. I have a question. I think I figured two med- two medical ones. Could you see them? No. You have one medical only, the VIP Plus. Oh. On the thing they sent me, I have two of them. Okay, well that's fine. That's fine. Okay. I'm just- Um, o- ... going to be- Other than that, is there anything else that I can help you with, ma'am? No, ma'am. Thank you. You're more than welcome, Ms. Wright. Have a wonderful day and thank you for calling Benefits in a Cart.