

Transcript: Sara

Marulanda-6717326065614848-6086117002264576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Account. My name is Sarah. May I have your name please? Hi, my name is Brandon Calendar. I am trying to figure out... I'm supposed to be receiving benefits on the 7th. Um, what is... Never mind. I, I need information sent on my benefits that I will be receiving on the 7th. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Dougherty Staffing, out of Gree- Grand Rapids, Minnesota. Last four Social is 0762. And your name and last name again? Brandon? My name is Brandon Calendar. Okay, Mr. Calendar, and just for security purposes, sir, can you please verify your address and date of birth? 1630 East 29th Street, Hibbing, Minnesota, 55746, 9/11/1993. Email brandoncalendar073@gmail.com? Correct. Phone number 608-471-9020? No. No. Okay, we have another one. 218-929-7352. Yes. The other one's an emergency contact number. So, let me switch it because they're opposite. And can I make someone my beneficiary so she can call in and make changes if I am at work? Okay. Sh- if she's not in the account, she cannot make any changes. It has to be like, a dependent. Okay. You have a beneficiary here, uh, but she cannot make a- any decisions on the account unless she's a- part of the account. Okay. You are enrolled on, uh, PreRx, which is a prescription coverage, group accident, dental, uh, short-term disability, critical illness, term life, vision, VIP Standard, and behavioral health. Your coverage, it is already active. Oh, it is? Yes. 10/28. Have you received your ID card? No, I have not. That's why I've been trying to figure out... 'Cause I need to go get new glasses. I got you. So, give me just a minute while I send you the ID cards. Okay? I'm gonna put you on hold while I download all the information. Okay. Thank you. I'll be right back with you. You're more than welcome. My benefits are already active. Oh, yeah. Look at you. Ooh. That is so cute. Look at my athlete's catalog. Sarah, let me check if you still have the Oh, Lord. Hello? Hello? Where's the monitor and iPod? Hello, Mr. Calendar? Yes. Thank you for waiting, sir. Okay. I sent you three emails. One has the, um, it has three PDF files on it, the mental, the vision, and the medical ID cards. The second- Okay. ... has the instructions logging on FreeRx or to create an account with FreeRx, which is free from COVAX, and the other one is for the behavioral health part. So you need to create a new MMS as well. Okay, thank you. You're more than welcome. Anything else that I can help you with, sir? No, that would be it. Have a great day and thank you for calling Benefits in a Cart. Yep, you too. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Account. My name is Sarah. May I have your name please? Hi, my name is Brandon Calendar. I am trying to figure out... I'm supposed to be receiving benefits on the 7th. Um, what is... Never mind. I, I need information sent on my benefits that I will be receiving on the 7th. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Dougherty Staffing, out of Gree- Grand Rapids, Minnesota. Last four Social is 0762. And your name and last name again? Brandon? My name is Brandon Calendar. Okay, Mr. Calendar, and just for security purposes, sir, can you please verify your address and date of birth? 1630 East 29th Street, Hibbing, Minnesota, 55746, 9/11/1993. Email brandoncalendar073@gmail.com? Correct. Phone number 608-471-9020? No. No. Okay, we have another one. 218-929-7352. Yes. The other one's an emergency contact number. So, let me switch it because they're opposite. And can I make someone my beneficiary so she can call in and make changes if I am at work? Okay. Sh- if she's not in the account, she cannot make any changes. It has to be like, a dependent. Okay. You have a beneficiary here, uh, but she cannot make a- any decisions on the account unless she's a- part of the account. Okay. You are enrolled on, uh, PreRx, which is a prescription coverage, group accident, dental, uh, short-term disability, critical illness, term life, vision, VIP Standard, and behavioral health. Your coverage, it is already active. Oh, it is? Yes. 10/28. Have you received your ID card? No, I have not. That's why I've been trying to figure out... 'Cause I need to go get new glasses. I got you. So, give me just a minute while I send you the ID cards. Okay? I'm gonna put you on hold while I download all the information. Okay. Thank you. I'll be right back with you. You're more than welcome. My benefits are already active. Oh, yeah. Look at you. Ooh. That is so cute. Look at my athlete's catalog. Sarah, let me check if you still have the Oh, Lord. Hello? Hello? Where's the monitor and iPod? Hello, Mr. Calendar? Yes. Thank you for waiting, sir. Okay. I sent you three emails. One has the, um, it has three PDF files on it, the mental, the vision, and the medical ID cards. The second- Okay. ... has the instructions logging on FreeRx or to create an account with FreeRx, which is free from COVAX, and the other one is for the behavioral health part. So you need to create a new MMS as well. Okay, thank you. You're more than welcome. Anything else that I can help you with, sir? No, that would be it. Have a great day and thank you for calling Benefits in a Cart. Yep, you too. Thank you.