

Transcript: VICTORIA

Taylor-4818351268249600-5457732056334336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Victoria. How can I help you? Hi, I am not sure who I need to talk to but my name is Leslie Gershon and I'm calling from the Department of Social Services in Rapid City, South Dakota. I'm trying to verify coverage, um, for Benefits for dental and the gal that gave me her information, she just got insurance I guess and it's just a screenshot of her email that says, "Thank you for contacting Benefits and Card." And then it gives the plan ID number. Do you know who I need to talk to? I just need to verify coverage and see, um, I guess who's all on it, her and both kids? Um, give me one second. Let me double check. Okay, thanks. All righty. Thank you so much for holding. Um, your name is Leslie, and then last name is G-R-I-S-H-A? Um, S-H-A-M. Okay. Give me one second. G-R-I-S-H-A-M? Yes. Okay. And you're with the Department of Social Services in Rapid City, South Dakota? Yes. Okay. Um, what is the first and last name of the member you're calling on behalf of? It's Haspin Clark. Okay. Do you have their date of birth? Yeah. Let me get that from home. 11/02/95. Okay. And do you happen to have the last four of their social as well? 7237. Okay. I have the policy number which was in the email she gave me. I don't know if that is helpful. Okay. Uh, would you be able to verify her current address? Let me see. Last one I have is 1125 South Walnut Street, Apartment 101 in Muncie, Indiana. Okay. I have Muncie, uh, South Dakota. No. She's actually out of state. I'm in South Dakota, but it's Muncie, Indiana and the zip code is 47302. Okay. The date of birth is 11/02/95? Let me go back. Yeah, 11/02/95. Okay. So, you're just needing to verify coverage? Like, what exactly do you need? Yeah. I just need a... Well, 'cause, uh, for the insurance credit purposes, I have to determine how many people, the cost of insurance per each child. So, I just need to make sure that it's her, Silas and Malachi, and no other person is covered, if a total of three people are covered. Okay. Yeah. So I do see that she has medical, dental and vision for, um, Employee Plus Children. Malachi is on there as well as Silas, and no one else. Okay. That's what I need. I found her other medical card, it says Employee Plus Children, I just needed to make sure there wasn't any additional children on there, so. Okay. Well, that's all I needed, I guess. Thank you so much for your help. Yes, ma'am. You have a wonderful day. You too, then. Bye-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 a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, I am not sure who I need to talk to but my name is Leslie Gershon and I'm calling from the Department of Social Services in Rapid City, South Dakota. I'm trying to verify coverage, um, for Benefits for dental and the gal that gave me her information, she just got insurance I guess and it's just a screenshot of her email that says, "Thank you for contacting Benefits and Card." And then it gives the plan ID number. Do you know who I need to talk to? I just need to verify coverage and see, um, I guess who's all on it, her and both kids?

Speaker speaker_1: Um, give me one second. Let me double check.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: All righty. Thank you so much for holding. Um, your name is Leslie, and then last name is G-R-I-S-H-A?

Speaker speaker_2: Um, S-H-A-M.

Speaker speaker_1: Okay. Give me one second. G-R-I-S-H-A-M?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you're with the Department of Social Services in Rapid City, South Dakota?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, what is the first and last name of the member you're calling on behalf of?

Speaker speaker_2: It's Haspin Clark.

Speaker speaker_1: Okay. Do you have their date of birth?

Speaker speaker_2: Yeah. Let me get that from home. 11/02/95.

Speaker speaker_1: Okay. And do you happen to have the last four of their social as well?

Speaker speaker_2: 7237.

Speaker speaker_1: Okay.

Speaker speaker_2: I have the policy number which was in the email she gave me. I don't know if that is helpful.

Speaker speaker_1: Okay. Uh, would you be able to verify her current address?

Speaker speaker_2: Let me see. Last one I have is 1125 South Walnut Street, Apartment 101 in Muncie, Indiana.

Speaker speaker_1: Okay. I have Muncie, uh, South Dakota.

Speaker speaker_2: No. She's actually out of state. I'm in South Dakota, but it's Muncie, Indiana and the zip code is 47302.

Speaker speaker_1: Okay. The date of birth is 11/02/95?

Speaker speaker_2: Let me go back. Yeah, 11/02/95.

Speaker speaker_1: Okay. So, you're just needing to verify coverage? Like, what exactly do you need?

Speaker speaker_2: Yeah. I just need a... Well, 'cause, uh, for the insurance credit purposes, I have to determine how many people, the cost of insurance per each child. So, I just need to make sure that it's her, Silas and Malachi, and no other person is covered, if a total of three people are covered.

Speaker speaker_1: Okay. Yeah. So I do see that she has medical, dental and vision for, um, Employee Plus Children. Malachi is on there as well as Silas, and no one else.

Speaker speaker_2: Okay. That's what I need. I found her other medical card, it says Employee Plus Children, I just needed to make sure there wasn't any additional children on there, so. Okay. Well, that's all I needed, I guess. Thank you so much for your help.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too, then.

Speaker speaker_1: Bye-bye.