

## Transcript: VICTORIA

**Taylor-5320345604767744-4826622873747456**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Miss Victoria. How you doing? Good. How are you? All right. My name is Mary Ann Smith and I were interested in the vision and the dental. Okay. Um, what is the name of the agency you work for? Health South. Okay. Give me one second. Okay. All right, and the last four of your Social? 1739. And, Mary, do you mind verifying your address and date of birth? Yes. It's, um, 940 Bellevue Place, Apartment 211, Jackson, Mississippi 39202. Excuse. And you said my phone number? Uh, your date of birth. January 10, 1966. Now, it looks like I have a different mailing address. I have PO Box 451 in Lexington? Lexington. Yes, that's, that's my mailing address, but I- Okay. ... actually live here in Jackson. Gotcha. Okay. And then phone number is 601-421-2913? Yes, ma'am. And then email is, uh, sherryards30- No. No, my, my email address is ans, alpha nance and nance is sam, 8272@gmail.com. Okay. So ans8272@gmail.com? Yes, ma'am. Okay. Give me one second. All right. Let's see. And, uh, I know you said you were... Was it the dental and the vision you said you were interested in? Yes, ma'am, but I also have a question. Okay. Um, I'm... When I did my app, I did it up under my maiden name, Smith. But, uh, my married name is Anderson. But my application is in Smith, but I want to add my husband as, as on my vision and, and our dental. Okay. I mean, I can change your last name. That's not a problem. Is it now a different last name? Anderson. Anderson? Okay. Give me one- Yes, ma'am. ... second. So, it should be Mary Ann Anderson? Yes. Okay. So you're wanting to do dental and vision for employee plus spouse? Yes, ma'am. Please. Okay. Was there anything else you're wanting to enroll into? No. That's it. So it'll be like, what, 15, 12-something coming out a week? Yeah. So for dental and vision, it i... For employee plus spouse it's \$15.64 a week. Okay. Okay, then. Let me go ahead and- Okay. ... me get your spouse listed. What is your spouse's first name? His name? Melvin. Is that M-E-L-V-I-N? Yes, ma'am. All right. Date of birth? Uh, 10-16-77. And full, uh, Social Security number. Uh, let me go view. I don't... Let me see. I don't want to guess at it. I think it's 426. Let, let me, let me just... Yeah. Yeah, that's fine. Take your time. 'Cause I f- Okay. 'Cause I don't know it by heart. 426-31-1435. All right. So from here, it is gonna take up to two weeks for the enrollment to be processed through your payroll department. Okay. Once that first deduction come out of your check, coverage will- Mm. ... start the following Monday. Okay. Once the coverage is active, the ID cards are made and sent to you within seven to 10 business days. Okay. Is it, uh... There's something I was gonna ask you. Uh, is it a... Is it up under, you can go to any vision or dental? You do have to stay with the network. I think Um, so once the coverage becomes active, y- There's, on your ID cards, there's gonna be instructions on how you can find, uh, providers in-network. Okay. But I believe you will have to wait until the coverage is active 'cause if you try to call now, they might not be able to find you in the system just yet since the policy is not active. Okay. Well, thank you so much. You're

welcome. You have a wonderful day. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, Miss Victoria. How you doing?

Speaker speaker\_0: Good. How are you?

Speaker speaker\_1: All right. My name is Mary Ann Smith and I were interested in the vision and the dental.

Speaker speaker\_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker\_1: Health South.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, and the last four of your Social?

Speaker speaker\_1: 1739.

Speaker speaker\_0: And, Mary, do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes. It's, um, 940 Bellevue Place, Apartment 211, Jackson, Mississippi 39202. Excuse. And you said my phone number?

Speaker speaker\_0: Uh, your date of birth.

Speaker speaker\_1: January 10, 1966.

Speaker speaker\_0: Now, it looks like I have a different mailing address. I have PO Box 451 in Lexington?

Speaker speaker\_1: Lexington. Yes, that's, that's my mailing address, but I-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... actually live here in Jackson.

Speaker speaker\_0: Gotcha. Okay. And then phone number is 601-421-2913?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is, uh, sherryards30-

Speaker speaker\_1: No. No, my, my email address is ans, alpha nance and nance is sam, 8272@gmail.com.

Speaker speaker\_0: Okay. So ans8272@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me one second. All right. Let's see. And, uh, I know you said you were... Was it the dental and the vision you said you were interested in?

Speaker speaker\_1: Yes, ma'am, but I also have a question.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, I'm... When I did my app, I did it up under my maiden name, Smith. But, uh, my married name is Anderson. But my application is in Smith, but I want to add my husband as, as on my vision and, and our dental.

Speaker speaker\_0: Okay. I mean, I can change your last name. That's not a problem. Is it now a different last name?

Speaker speaker\_1: Anderson.

Speaker speaker\_0: Anderson? Okay. Give me one-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... second. So, it should be Mary Ann Anderson?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you're wanting to do dental and vision for employee plus spouse?

Speaker speaker\_1: Yes, ma'am. Please.

Speaker speaker\_0: Okay. Was there anything else you're wanting to enroll into?

Speaker speaker\_1: No. That's it. So it'll be like, what, 15, 12-something coming out a week?

Speaker speaker\_0: Yeah. So for dental and vision, it i... For employee plus spouse it's \$15.64 a week.

Speaker speaker\_1: Okay. Okay, then.

Speaker speaker\_0: Let me go ahead and-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... me get your spouse listed. What is your spouse's first name?

Speaker speaker\_1: His name? Melvin.

Speaker speaker\_0: Is that M-E-L-V-I-N?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Date of birth?

Speaker speaker\_1: Uh, 10-16-77.

Speaker speaker\_0: And full, uh, Social Security number.

Speaker speaker\_1: Uh, let me go view. I don't... Let me see. I don't want to guess at it. I think it's 426. Let, let me, let me just... Yeah.

Speaker speaker\_0: Yeah, that's fine. Take your time.

Speaker speaker\_1: 'Cause I f- Okay. 'Cause I don't know it by heart. 426-31-1435.

Speaker speaker\_0: All right. So from here, it is gonna take up to two weeks for the enrollment to be processed through your payroll department.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Once that first deduction come out of your check, coverage will-

Speaker speaker\_1: Mm.

Speaker speaker\_0: ... start the following Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Once the coverage is active, the ID cards are made and sent to you within seven to 10 business days.

Speaker speaker\_1: Okay. Is it, uh... There's something I was gonna ask you. Uh, is it a... Is it up under, you can go to any vision or dental?

Speaker speaker\_0: You do have to stay with the network.

Speaker speaker\_1: I think

Speaker speaker\_2: Um, so once the coverage becomes active, y- There's, on your ID cards, there's gonna be instructions on how you can find, uh, providers in-network.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I believe you will have to wait until the coverage is active 'cause if you try to call now, they might not be able to find you in the system just yet since the policy is not active.

Speaker speaker\_1: Okay. Well, thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.