

Transcript: Estefania

Acevedo-5380626659459072-4995966502748160

Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi. I'm calling on, um, behalf of, uh, my employer. Uh, basically I'm trying to make sure that an employee's, um, health coverages, uh, form is expedited as much as possible. And we'd like to backdate coverage and, um, cover h- her premiums. So, uh, give me one second. Give me one... Okay. So, hello? Mm-hmm. I do need permission from the member to get in their file, or the member would have to call. Uh, I'm sorry? So, I need verbal permission from the member to get in their file if somebody else is calling. I'm, I'm the plan administrator for, for the company. So I'm the one who just sent the enrollment file. Okay. And you say you're trying to expedite what? I'm sorry. Oh, her enrollment. Her enrollment. We want to make sure she's enrolled in, in the plans that she selected as soon as possible. And we want to m- uh, have that, um, effective date be backdated to the 1st of February. Okay. Give me one second 'cause, um, I'm not really sure if we expedite stuff like that. But give me one second. I'm putting you to brief hold. Okay. Thank you for your hold. So I just double-checked and that looks like it's something that you would have to contact our main office, um, regarding any type of expedite, not our customer service line. Um, so if you want, I can get your first and last name and a good contact number. Uh, and, um, can I get the contact number for the main office, or they have to contact me? Yeah. They would have to contact you. Um, what's your first and last name, please? Maria. I also, um, I just, uh, sent an email to our account manager, so maybe she'll come back and help. Okay. Yeah, that's fine. Yep. Um, so phone number 347- Mm-hmm. ... 984-1977. My name is Maria- Mm-hmm. ... Quevedo. And then- Quevedo. Oh, sorry. All right. How do you spell that? Q-U-E-V-E-D-O. And then who is the member? The member is, um, her last n- last name is Lu, L-U. Mm-hmm. And first name is Sharon, S-H-A-R-O-N. All right. I'll be sending that email and they should be contacting you shortly. But that is something that the main office would have to, um, deal with. So sorry for your trouble. All right. I just wanted to double-check. I, I appreciate it. Uh, thank you. Have a great day. Bye. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. I'm calling on, um, behalf of, uh, my employer. Uh, basically I'm trying to make sure that an employee's, um, health coverages, uh, form is expedited as much as possible. And we'd like to backdate coverage and, um, cover h- her premiums.

Speaker speaker_0: So, uh, give me one second. Give me one... Okay. So, hello?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I do need permission from the member to get in their file, or the member would have to call.

Speaker speaker_1: Uh, I'm sorry?

Speaker speaker_0: So, I need verbal permission from the member to get in their file if somebody else is calling.

Speaker speaker_1: I'm, I'm the plan administrator for, for the company. So I'm the one who just sent the enrollment file.

Speaker speaker_0: Okay. And you say you're trying to expedite what? I'm sorry.

Speaker speaker_1: Oh, her enrollment. Her enrollment. We want to make sure she's enrolled in, in the plans that she selected as soon as possible. And we want to m- uh, have that, um, effective date be backdated to the 1st of February.

Speaker speaker_0: Okay. Give me one second 'cause, um, I'm not really sure if we expedite stuff like that. But give me one second. I'm putting you to brief hold. Okay. Thank you for your hold. So I just double-checked and that looks like it's something that you would have to contact our main office, um, regarding any type of expedite, not our customer service line. Um, so if you want, I can get your first and last name and a good contact number.

Speaker speaker_1: Uh, and, um, can I get the contact number for the main office, or they have to contact me?

Speaker speaker_0: Yeah. They would have to contact you. Um, what's your first and last name, please?

Speaker speaker_1: Maria. I also, um, I just, uh, sent an email to our account manager, so maybe she'll come back and help.

Speaker speaker_0: Okay. Yeah, that's fine. Yep.

Speaker speaker_1: Um, so phone number 347-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 984-1977. My name is Maria-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Quevedo.

Speaker speaker_0: And then-

Speaker speaker_1: Quevedo. Oh, sorry.

Speaker speaker_0: All right. How do you spell that?

Speaker speaker_1: Q-U-E-V-E-D-O.

Speaker speaker_0: And then who is the member?

Speaker speaker_1: The member is, um, her last n- last name is Lu, L-U.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And first name is Sharon, S-H-A-R-O-N.

Speaker speaker_0: All right. I'll be sending that email and they should be contacting you shortly. But that is something that the main office would have to, um, deal with. So sorry for your trouble.

Speaker speaker_1: All right.

Speaker speaker_0: I just wanted to double-check.

Speaker speaker_1: I, I appreciate it. Uh, thank you. Have a great day. Bye.

Speaker speaker_0: Thank you. You too. Bye.