

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Megan. I am calling as an employer, um, from ACC Healthcare Services. I'm calling on behalf of one of, um, our members. Um, they, um... I called, m- at the end of last week actually regarding this person. I just wanted to confirm if their, their change was updated. So this is regarding Tar Derek. Um, he has alternative medical coverage and he wants to, uh, discontinue the, the plan that he has currently. So I just wondered if you could send over his documents. Is he there? Mm-hmm. Okay. Um, is he there with you 'cause I'm not really allowed to give- No. Ooh. I'm not really allowed to... The call's being recorded. I can't give you information without the member's permission. Um- So I need the verbal consent from him. Oh, okay. Okay. Um, that's fine. I... Whoever I spoke to last week was, um, able to let me know that, that he had called or provided the, the documentation. That's totally fine if you can't. He said that he sent it. I just don't know when. And he has been unfortunately calling the branch that he works for continuously throughout the day looking for, um, a confirmation, which I know you guys take about 24 to 48 hours to, to approve- Okay. ... the documentation, right? Yes. Um, he's welcome- I didn't want to call 'cause we could easily have told him that. Yes. Yes. But since it is his policy, even though we're from ACC, due to like security purposes, I can need verbal consent from him. Sure. Okay. No problem. Oh, I'm sorry. No problem. Thank you very much.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie. My name is Megan. I am calling as an employer, um, from ACC Healthcare Services. I'm calling on behalf of one of, um, our members. Um, they, um... I called, m- at the end of last week actually regarding this person. I just wanted to confirm if their, their change was updated. So this is regarding Tar Derek. Um, he has alternative medical coverage and he wants to, uh, discontinue the, the plan that he has currently. So I just wondered if you could send over his documents.

Speaker speaker_0: Is he there?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, is he there with you 'cause I'm not really allowed to give-

Speaker speaker_1: No.

Speaker speaker_0: Ooh. I'm not really allowed to... The call's being recorded. I can't give you information without the member's permission.

Speaker speaker_1: Um-

Speaker speaker_0: So I need the verbal consent from him.

Speaker speaker_1: Oh, okay. Okay. Um, that's fine. I... Whoever I spoke to last week was, um, able to let me know that, that he had called or provided the, the documentation. That's totally fine if you can't. He said that he sent it. I just don't know when. And he has been unfortunately calling the branch that he works for continuously throughout the day looking for, um, a confirmation, which I know you guys take about 24 to 48 hours to, to approve-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the documentation, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, he's welcome-

Speaker speaker_0: I didn't want to call 'cause we could easily have told him that.

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: But since it is his policy, even though we're from ACC, due to like security purposes, I can need verbal consent from him.

Speaker speaker_1: Sure. Okay. No problem.

Speaker speaker_0: Oh, I'm sorry.

Speaker speaker_1: No problem. Thank you very much.