

Transcript: Francesca

Baez-5248154714292224-5894102494789632

Full Transcript

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hello. Yeah. Can you hear me? Yes, sir. How can I help you? Yeah. I was calling... I got a text message, um, that said, "Welcome to Partners First ... from your first paycheck to enroll in benefits." Can you tell me what th- that means? They're informing you of your personal enrollment period to enroll into the health insurance they offer their members. Okay. Okay. Okay. Do they have dental care? Yes, sir. There are PPO-limited plans. Depending on the plans as well as if you're putting in a dependent will depend on how much your policy will come out to be. Specifically speaking, they are only currently offering one dental plan. Were you looking to have a policy for yourself or dependent? Yeah, for myself. Okay. What is the last four of your Social to locate the account? 5728. Your last name, please? Gibbon. Christopher? Yes, ma'am. Can you please verify your mailing address and date of birth so I can make sure I have the right account in front of me? Yeah. 1722 South Western Third Street, Miami, Florida 33147. And my birthday is December 8th, 1981. I have that phone number to reach you down as 786-540-1541. Yes. Or you can put, uh, another number, 645-214-5474. All right. So the dental plan they offer is \$3.63 per pay check. It will cover your preventative services at 100%, basic services, basic restorative services and the radiographs at 80% with an annual maximum coverage in service of \$500 with a \$50 deductible. Okay. Do they do implants? Uh, let me see where that information is so ... in the benefit guide. Because that's basically what I need, implants. So it does not tell me in the benefit guide whether or not that will cover implants. I will suggest speaking with the carrier to make sure of that. Say again? Yes, sir. I don't have that information. We're only an account administrator. You'll have to speak with the carrier to get that information. All right. Will you allow me to give you both the lines that I have for members prior to enrolling? Yeah. All right. The phone number will be 601-936- 3290. 3290. 3290. Yes, sir. And then the other line will be the same phone number, only the last digits will change. It will be 87. Okay. All right. And if- if you do not get a live person, leave a message and they'll get back to you as soon as possible. You do have all the way till March 5th, if I'm not mistaken, to enroll into coverage, but give me one moment so I can verify that. Yes, sir. March 5th will be the last day for you to enroll into benefits. Hello? Yes, sir. Did you hear me? Yes. All right. Well, is there anything else that we can assist you with today? No, ma'am. There wasn't. Thank you. Wonderful. Well, I look forward to hearing back from you. I hope you have a wonderful rest of your day. Okay. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. Yeah. Can you hear me?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Yeah. I was calling... I got a text mes- message, um, that said, "Welcome to Partners First ... from your first paycheck to enroll in benefits." Can you tell me what th- that means?

Speaker speaker_0: They're informing you of your personal enrollment period to enroll into the health insurance they offer their members.

Speaker speaker_1: Okay. Okay. Okay. Do they have dental care?

Speaker speaker_0: Yes, sir. There are PPO-limited plans. Depending on the plans as well as if you're putting in a dependent will depend on how much your policy will come out to be. Specifically speaking, they are only currently offering one dental plan. Were you looking to have a policy for yourself or dependent?

Speaker speaker_1: Yeah, for myself.

Speaker speaker_0: Okay. What is the last four of your Social to locate the account?

Speaker speaker_1: 5728.

Speaker speaker_0: Your last name, please?

Speaker speaker_1: Gibbon.

Speaker speaker_0: Christopher?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can you please verify your mailing address and date of birth so I can make sure I have the right account in front of me?

Speaker speaker_1: Yeah. 1722 South Western Third Street, Miami, Florida 33147. And my birthday is December 8th, 1981.

Speaker speaker_0: I have that phone number to reach you down as 786-540-1541.

Speaker speaker_1: Yes. Or you can put, uh, another number, 645-214-5474.

Speaker speaker_0: All right. So the dental plan they offer is \$3.63 per pay check. It will cover your preventative services at 100%, basic services, basic restorative services and the radiographs at 80% with an annual maximum coverage in service of \$500 with a \$50 deductible.

Speaker speaker_1: Okay. Do they do implants?

Speaker speaker_0: Uh, let me see where that information is so ... in the benefit guide.

Speaker speaker_1: Because that's basically what I need, implants.

Speaker speaker_0: So it does not tell me in the benefit guide whether or not that will cover implants. I will suggest speaking with the carrier to make sure of that.

Speaker speaker_1: Say again?

Speaker speaker_0: Yes, sir. I don't have that information. We're only an account administrator. You'll have to speak with the carrier to get that information.

Speaker speaker_1: All right.

Speaker speaker_0: Will you allow me to give you both the lines that I have for members prior to enrolling?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. The phone number will be 601-936- 3290.

Speaker speaker_1: 3290. 3290.

Speaker speaker_0: Yes, sir. And then the other line will be the same phone number, only the last digits will change. It will be 87.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And if- if you do not get a live person, leave a message and they'll get back to you as soon as possible. You do have all the way till March 5th, if I'm not mistaken, to enroll into coverage, but give me one moment so I can verify that. Yes, sir. March 5th will be the last day for you to enroll into benefits.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. Did you hear me?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, is there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am. There wasn't. Thank you.

Speaker speaker_0: Wonderful. Well, I look forward to hearing back from you. I hope you have a wonderful rest of your day.

Speaker speaker_1: Okay. You, too.

Speaker speaker_0: Bye-bye.