

Transcript: Francesca

Baez-5416293158666240-5522653611343872

Full Transcript

Thank you for calling 9-8-7 healthcare. My name is Francesca. How can I assist you today? Uh, my name is Avian Gilliam. Um, I was trying to see what kind of coverage I had. Um, I have misplaced my card and I can't... and I'm trying to see if I had medical. Sure. What staffing company do you work with? Um, I work for, um, it's a TRC, it's a temp agency, um, under FLEX. And what are the last four of your social? 4392. Could you please verify your address and your date of birth to make sure I have the right account in front of me? You said the address? Mm-hmm. The address and your date of birth. It's 1020 Edmonds Farm Road, North Hopkins, South Carolina 29061. Date of birth is July 18th, 1999. I have the phone number to reach you down as 843-668-1775. Yes. And I have your email down as your first name, Nakia, two additional A's, @icloud.com. Yes. All right. So it shows you're currently active with dental, vision, and for medical, you chose medical preventative. Excuse me. Okay. Was that, um... With medical, you said preventative, um, does that include like, um, the OBGYN visits? So it's only gonna cover preventative stuff. As far as the gynecologist go, it will be the mammography that you get once a year after you reach a certain age. Let's see what other... Give me one moment to see if there's any other services listed that would be related to those. Okay, so it shows that also those screenings for your blood pressure, iron deficiency, breast cancer, cervical cancer, bacterialitis, gonorrhea, hepatitis B and C, HIV. So those are the type of testings that are covered, um, as far as woman care goes. Am I able to change it or would I have to wait until, um, they have like an open enrollment or anything? Unfortunately, yes. The only change that you're eligible for this woman's are cancellations. To make any changes, like to upgrade from that plan, you'll have to wait till September. That'll be when your company has their open enrollment period again. Oh, I can't do it, I'm pregnant now. Okay. You can't do that. All right. I do apologize for those inconveniences. No problem. Thank you. Of course. Well, is there anything else I can assist you today? No, ma'am. Hope you have a wonderful rest of your day and thank you for your time.

Conversation Format

Speaker speaker_0: Thank you for calling 9-8-7 healthcare. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, my name is Avian Gilliam. Um, I was trying to see what kind of coverage I had. Um, I have misplaced my card and I can't... and I'm trying to see if I had medical.

Speaker speaker_0: Sure. What staffing company do you work with?

Speaker speaker_1: Um, I work for, um, it's a TRC, it's a temp agency, um, under FLEX.

Speaker speaker_0: And what are the last four of your social?

Speaker speaker_1: 4392.

Speaker speaker_0: Could you please verify your address and your date of birth to make sure I have the right account in front of me?

Speaker speaker_1: You said the address?

Speaker speaker_0: Mm-hmm. The address and your date of birth.

Speaker speaker_1: It's 1020 Edmonds Farm Road, North Hopkins, South Carolina 29061. Date of birth is July 18th, 1999.

Speaker speaker_0: I have the phone number to reach you down as 843-668-1775.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email down as your first name, Nakia, two additional A's, @icloud.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So it shows you're currently active with dental, vision, and for medical, you chose medical preventative. Excuse me.

Speaker speaker_1: Okay. Was that, um... With medical, you said preventative, um, does that include like, um, the OBGYN visits?

Speaker speaker_0: So it's only gonna cover preventative stuff. As far as the gynecologist go, it will be the mammography that you get once a year after you reach a certain age. Let's see what other... Give me one moment to see if there's any other services listed that would be related to those. Okay, so it shows that also those screenings for your blood pressure, iron deficiency, breast cancer, cervical cancer, bacterialitis, gonorrhea, hepatitis B and C, HIV. So those are the type of testings that are covered, um, as far as woman care goes.

Speaker speaker_1: Am I able to change it or would I have to wait until, um, they have like an open enrollment or anything?

Speaker speaker_0: Unfortunately, yes. The only change that you're eligible for this woman's are cancellations. To make any changes, like to upgrade from that plan, you'll have to wait till September. That'll be when your company has their open enrollment period again.

Speaker speaker_1: Oh, I can't do it, I'm pregnant now. Okay.

Speaker speaker_0: You can't do that.

Speaker speaker_1: All right.

Speaker speaker_0: I do apologize for those inconveniences.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_0: Of course. Well, is there anything else I can assist you today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Hope you have a wonderful rest of your day and thank you for your time.