

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Acquire. My name is Francesca. How can I assist you today? Uh, yes. I'm a new, um, member, and I didn't... I haven't seen like any insurance cards or anything like that in the mail or my emails or anything like that. All right. Let's see if you're active yet. Which staffing company are you with? Do what? Which staffing company are you with? Uh, DTC. And what are the last four of your Social? 2563. And the last name? Kinney, K-I-N-N-E-Y. Just verify your mailing address and your date of birth to make sure I have the right account in front of me. Yeah, 106 Buckeye Street, Coffeyville, Kansas, 67337. My date of birth is 2/11/1992. Please show up when I'm gonna reach you down as 620-481-7834. Yep. And I have your email down as darylkinney@gmail.com? Yeah. Is it D-A-R-Y-L-K-I-N-N-E-Y@gmail? Yes, that's- It's been- It's just my name without the double letters. Yes, sir. Okay. Yeah, that's my email. So does he have that your policy became effective last week on the 21st? So those benefit cards would have been sent out by the carriers by the 25th, which was last Friday. It could take as long as three to four weeks to get to you. So let me place you in a quick hold and see if we have those digital copies of the benefit cards available so that we can send them to your email while you wait for those hard copies to get to you. Awesome. Thank you. Of course. Bear with me one moment. I'll be right back. All right. Thank you so much for holding, sir. I have sent you two PDF files- Mm-hmm. ... to your email. One of them will be- Okay. ... for your dental and then the other one will be for that medical and vision. They're both in the same card. Okay. And can you, um, explain to me real quick on the medical, what all I'm covered with? I mean, I'm getting ready to make an appointment for a urologist. I just wanna make sure that I have the correct insurance. Sure thing, sir. The only thing being is we're limited to the information provided as an account administrator. Uh-huh. While I'm able to advise you into which preventative as well as which visits you have a copay under that medical plan, I will not be able to advise you whether or not a urologist will be covered under the specific plan. You will have to speak with the carrier, 90 Degree- Mm-hmm. ... to know if that specific specialist will be covered under this plan. Okay. All right. That's fine. Um, so you already sent an email with all the... with the information? With the benefit cards? Yes, sir. Okay. All right. Thank you very much. Sure thing. Did you want me to transfer you to your carrier to see if that specific specialist is covered? Yes, please. Sure thing. Bear with me one moment.

Conversation Format

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

Speaker speaker_1: Uh, yes. I'm a new, um, member, and I didn't... I haven't seen like any insurance cards or anything like that in the mail or my emails or anything like that.

Speaker speaker_0: All right. Let's see if you're active yet. Which staffing company are you with?

Speaker speaker_1: Do what?

Speaker speaker_0: Which staffing company are you with?

Speaker speaker_1: Uh, DTC.

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

Speaker speaker_1: 2563.

Speaker speaker_0: And the last name?

Speaker speaker_1: Kinney, K-I-N-N-E-Y.

Speaker speaker_0: Just verify your mailing address and your date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yeah, 106 Buckeye Street, Coffeyville, Kansas, 67337. My date of birth is 2/11/1992.

Speaker speaker_0: Please show up when I'm gonna reach you down as 620-481-7834.

Speaker speaker_1: Yep.

Speaker speaker_0: And I have your email down as darylkinney@gmail.com?

Speaker speaker_1: Yeah. Is it D-A-R-Y-L-K-I-N-N-E-Y@gmail?

Speaker speaker_0: Yes, that's-

Speaker speaker_1: It's been- It's just my name without the double letters.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Yeah, that's my email.

Speaker speaker_0: So does he have that your policy became effective last week on the 21st? So those benefit cards would have been sent out by the carriers by the 25th, which was last Friday. It could take as long as three to four weeks to get to you. So let me place you in a quick hold and see if we have those digital copies of the benefit cards available so that we can send them to your email while you wait for those hard copies to get to you.

Speaker speaker_1: Awesome. Thank you.

Speaker speaker_0: Of course. Bear with me one moment. I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Thank you so much for holding, sir. I have sent you two PDF files-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to your email. One of them will be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for your dental and then the other one will be for that medical and vision. They're both in the same card.

Speaker speaker_1: Okay. And can you, um, explain to me real quick on the medical, what all I'm covered with? I mean, I'm getting ready to make an appointment for a urologist. I just wanna make sure that I have the correct insurance.

Speaker speaker_0: Sure thing, sir. The only thing being is we're limited to the information provided as an account administrator.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: While I'm able to advise you into which preventative as well as which visits you have a copay under that medical plan, I will not be able to advise you whether or not a urologist will be covered under the specific plan. You will have to speak with the carrier, 90 Degree-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to know if that specific specialist will be covered under this plan.

Speaker speaker_1: Okay. All right. That's fine. Um, so you already sent an email with all the... with the information?

Speaker speaker_0: With the benefit cards? Yes, sir.

Speaker speaker_1: Okay. All right. Thank you very much.

Speaker speaker_0: Sure thing. Did you want me to transfer you to your carrier to see if that specific specialist is covered?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Sure thing. Bear with me one moment.