

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Central card. My name is Francesca, how can I assist you today? Hello? Hello? Hello? Hello? ... I'm sorry, it sounds very... Hello? Give me one second. I'll, um, hold on. I can hear you better, okay? Okay. Um, I'm calling about my benefits. Um, they were deducted from my Payday check, supposed to start the Monday after it's deducted and I need to know about my vision insurance. Sure thing. What staffing company do you work with? MAU. And what are the last four of your Social? 9708. May I please have your first and last name? Alicia Evans. For security purposes, could you please verify your mailing address and your date of birth for me? Mm-hmm. 22 James Jetson Drive, Mount Airy, South Carolina 29644, 71381. We have the best phone number to reach you down as 867-356-4228. No, 864-356-4228. Oh, there we go. I must have read it wrong. And then I do have your email down as, sorry, last name, first name, 99@yahoo.com? Yes. Okay, so I do see here that we received the payment for activation today. Um, and we're looking for your benefit card for the vision. Yes, I'm trying to make my son a appointment and I know they're gonna ask me for something, I just don't know what it looks like. Who is it through? I know it's benefits with the card, but, in the card, but what... When they asked me about insurance, what do I need to do with you? So, that is a question that we would not be able to answer. It depends on the office that you're calling with. Different provider office have different policies as far as what type of in- ins- insurance, or insurance information they're gonna request in order to be able to make an appointment for you. Um, as far as your benefit goes, they're actually not through Benefit Central Card, which is an administrator. You have them through MAU, so your carrier is MetLife. Oh, that's right. I can provide you a... I can provide you a digital copy of the benefit card, but just keep in mind your payment was received today for the carriers, so they're just putting you into the system right now. Yeah, I'm trying to make him a Saturday appointment, so, mm, yeah, um, yes, I want the digital card, but is something gonna come in the mail or can you send me all of it, like, for my dental and if there's something coming to me in the mail, or?... I can try and see if they have those finished, but the only reason why I'm able to provide you the vision one is because that's the one that we have already in our system. The dental and the medical are just getting started today. Literally they received the payment. They don't have 'em? I can't take a look because they literally just received the payment, so now, today is when they starting to put you into their system, creating your policy number, creating your information, putting everything into the system so that when the providers look up, like, your Social and last name, you show up under their system as being insured. But that usually does take all the way till Friday of your activation week. Sometimes they do have it already set, since first time of business, 8:00 AM in the morning is when they receive it. Let's see. I know the vision is here. I'm waiting for the systems to go to check if the dental's ready, then I'm looking at the

moment for your medical preventative. Okay, so your medical preventative is not yet available for us. So, and your vision isn't ready either. They haven't pro- created any of those two. I can send a request out to the front office, but I can't guarantee whether or not we'll be able to get them before Wednesday. I mean, that's fine. I think I got enough information. It's through MetLife and, um, the card might be available Friday. I just want to call and make an appointment in the future, so by the time the appointment actually comes, we should be okay. Thank you. Okay. And then I would also recommend asking if you're able to verify your insurance, um, if they're able to call us to verify that it is active. Some providers office do take their verification that way, some provider's office don't. It all depends on them. But you're more than welcome to double check and give them our number to verify coverage with us. Okay. All right. Well, thank you. I appreciate it. Of course. I sent you the copy of your vision card from our office email, which is info@benefitcard. And I also sent out the request for the dental and medical preventative to the front office to see if we can request that from the carrier. It should take roughly 24 to 48 business hours for them to get back with me. Okay. Well, thank you. Of course. Was there anything else we can assist you with today? No. All right. In the event that when I call you back, I'm unable to reach you, I'll make sure to send those benefit cards out either way and leave you a message advising you of it. Okay. All right. Thank you so much. Thank you, Ms. Evans. I hope you have a wonderful rest of your day and thank you for your time today. Mm-hmm. All right, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Central card. My name is Francesca, how can I assist you today?

Speaker speaker_2: Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Hello? ... I'm sorry, it sounds very... Hello? Give me one second. I'll, um, hold on. I can hear you better, okay?

Speaker speaker_2: Okay. Um, I'm calling about my benefits. Um, they were deducted from my Payday check, supposed to start the Monday after it's deducted and I need to know about my vision insurance.

Speaker speaker_1: Sure thing. What staffing company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 9708.

Speaker speaker_1: May I please have your first and last name?

Speaker speaker_2: Alicia Evans.

Speaker speaker_1: For security purposes, could you please verify your mailing address and your date of birth for me?

Speaker speaker_2: Mm-hmm. 22 James Jetson Drive, Mount Airy, South Carolina 29644, 71381.

Speaker speaker_1: We have the best phone number to reach you down as 867-356-4228.

Speaker speaker_2: No, 864-356-4228.

Speaker speaker_1: Oh, there we go. I must have read it wrong. And then I do have your email down as, sorry, last name, first name, 99@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so I do see here that we received the payment for activation today. Um, and we're looking for your benefit card for the vision.

Speaker speaker_2: Yes, I'm trying to make my son a appointment and I know they're gonna ask me for something, I just don't know what it looks like. Who is it through? I know it's benefits with the card, but, in the card, but what... When they asked me about insurance, what do I need to do with you?

Speaker speaker_1: So, that is a question that we would not be able to answer. It depends on the office that you're calling with. Different provider office have different policies as far as what type of in- ins- insurance, or insurance information they're gonna request in order to be able to make an appointment for you. Um, as far as your benefit goes, they're actually not through Benefit Central Card, which is an administrator. You have them through MAU, so your carrier is MetLife.

Speaker speaker_2: Oh, that's right.

Speaker speaker_1: I can provide you a... I can provide you a digital copy of the benefit card, but just keep in mind your payment was received today for the carriers, so they're just putting you into the system right now.

Speaker speaker_2: Yeah, I'm trying to make him a Saturday appointment, so, mm, yeah, um, yes, I want the digital card, but is something gonna come in the mail or can you send me all of it, like, for my dental and if there's something coming to me in the mail, or?...

Speaker speaker_1: I can try and see if they have those finished, but the only reason why I'm able to provide you the vision one is because that's the one that we have already in our system. The dental and the medical are just getting started today. Literally they received the payment.

Speaker speaker_2: They don't have 'em?

Speaker speaker_1: I can't take a look because they literally just received the payment, so now, today is when they starting to put you into their system, creating your policy number, creating your information, putting everything into the system so that when the providers look up, like, your Social and last name, you show up under their system as being insured. But that usually does take all the way till Friday of your activation week. Sometimes they do have it already set, since first time of business, 8:00 AM in the morning is when they receive it. Let's see. I know the vision is here. I'm waiting for the systems to go to check if the dental's ready, then I'm looking at the moment for your medical preventative. Okay, so your medical preventative is not yet available for us. So, and your vision isn't ready either. They haven't pro- created any of those two. I can send a request out to the front office, but I can't guarantee whether or not we'll be able to get them before Wednesday.

Speaker speaker_2: I mean, that's fine. I think I got enough information. It's through MetLife and, um, the card might be available Friday. I just want to call and make an appointment in the future, so by the time the appointment actually comes, we should be okay. Thank you.

Speaker speaker_1: Okay. And then I would also recommend asking if you're able to verify your insurance, um, if they're able to call us to verify that it is active. Some providers office do take their verification that way, some provider's office don't. It all depends on them. But you're more than welcome to double check and give them our number to verify coverage with us.

Speaker speaker_2: Okay. All right. Well, thank you. I appreciate it.

Speaker speaker_1: Of course. I sent you the copy of your vision card from our office email, which is info@benefitcard. And I also sent out the request for the dental and medical preventative to the front office to see if we can request that from the carrier. It should take roughly 24 to 48 business hours for them to get back with me.

Speaker speaker_2: Okay. Well, thank you.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_2: No.

Speaker speaker_1: All right. In the event that when I call you back, I'm unable to reach you, I'll make sure to send those benefit cards out either way and leave you a message advising you of it.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: Thank you, Ms. Evans. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: Mm-hmm. All right, bye.