

Transcript: Francesca

Baez-5682577440161792-4956368129409024

Full Transcript

Hello, you have called Medical Benefits 10-09. My name is Francesca. How can I assist you today? Hi, Francesca. Um, I'm trying to see if they, I have till today to accept my coverage or it's gonna be denied. Did I, did it go through or am I covered, or however that goes? Sure, sir. Which staffing company do you work with? I'm with, uh, HC with Temp Staff, if I'm not mistaken. What are the last four of your Social and your last name? Uh, Johnson 9015. Please verify your mailing address and your date of birth. It's the PO Box 133 for 808 Jones, Jones County, Mississippi, April 8, 1980. Which of those is your mailing address? PO Box 133, Jones County- And your date of birth? ... Mississippi, April 8, 1980. We have best contact, 662-645-0408. Yes. And we have your email down as bju42u@yahoo.com? Yes. To know whether or not you still have time to make changes to the policy, I will have to request an eligibility review. I just wanted to make sure, did I have to do anything? I want the same thing I had. I don't want... I ain't got it, no change. I wanna make sure I'm still covered. Uh, did I- Okay. ... have to change anything? You c- you can change anything if you want to as long as you're eligible. Your staffing company sent over the requestment of medical, dental, vision, short-term disability and life insurance, all for employee only. That is the current policy that is on your system. Oh, all right. I wanna keep it the same way like it is. Understood. Was there anything else that we can assist you with today? No. I was just trying to make today. We had till the last today to make changes, all right. Understood. Mm-hmm. Hope you have a wonderful rest of your day- Uh, I'm gonna have to call back. ... and thank you for your time today. Yes. Mm-hmm.

Conversation Format

Speaker speaker_0: Hello, you have called Medical Benefits 10-09. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. Um, I'm trying to see if they, I have till today to accept my coverage or it's gonna be denied. Did I, did it go through or am I covered, or however that goes?

Speaker speaker_0: Sure, sir. Which staffing company do you work with?

Speaker speaker_1: I'm with, uh, HC with Temp Staff, if I'm not mistaken.

Speaker speaker_0: What are the last four of your Social and your last name?

Speaker speaker_1: Uh, Johnson 9015.

Speaker speaker_0: Please verify your mailing address and your date of birth.

Speaker speaker_1: It's the PO Box 133 for 808 Jones, Jones County, Mississippi, April 8, 1980.

Speaker speaker_0: Which of those is your mailing address?

Speaker speaker_1: PO Box 133, Jones County-

Speaker speaker_0: And your date of birth?

Speaker speaker_1: ... Mississippi, April 8, 1980.

Speaker speaker_0: We have best contact, 662-645-0408.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as bju42u@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: To know whether or not you still have time to make changes to the policy, I will have to request an eligibility review.

Speaker speaker_1: I just wanted to make sure, did I have to do anything? I want the same thing I had. I don't want... I ain't got it, no change. I wanna make sure I'm still covered. Uh, did I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... have to change anything?

Speaker speaker_0: You c- you can change anything if you want to as long as you're eligible. Your staffing company sent over the requestment of medical, dental, vision, short-term disability and life insurance, all for employee only. That is the current policy that is on your system.

Speaker speaker_1: Oh, all right. I wanna keep it the same way like it is.

Speaker speaker_0: Understood. Was there anything else that we can assist you with today?

Speaker speaker_1: No. I was just trying to make today. We had till the last today to make changes, all right.

Speaker speaker_0: Understood.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hope you have a wonderful rest of your day-

Speaker speaker_1: Uh, I'm gonna have to call back.

Speaker speaker_0: ... and thank you for your time today.

Speaker speaker_1: Yes. Mm-hmm.