

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits 10 o'clock. My name is Francesca, how can I help you? How you doing? My name's Brittany Fanning. I was calling, um, I just started up with y'all March 24th. So I'm really just calling trying to get my, like, ver- my card, you know, mailed to me. Okay. So we're not the staffing company- But I have But I pay for- ... we only administer the benefits. Yeah. So I will need the name of the staffing company you're with. Well, you can email it to me. Uh, that's what I meant to say. Say that again, ma'am? Yes, ma'am. Once again, you don't have coverage with us or work with us. We're just the administrator, but we'll need the name of your staffing company to locate your account. Okay. TRC Staffing. What are the last four of the Social? Hm. 7543. And the last name? Fanning. F-A-N-N-I-N-G. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, 10/17/1996 is my date of birth. My mailing address is 157 Young Mills Road. We have a different address on file. Okay. Well, I just moved here last month so you might have my old one. 127 Wynwood Drive, Apartment D as in dog, LaGrange, Georgia 30240. Yes, ma'am, does she need me to update it? Yeah, you can because I have a new address. What would be the new address one more time? 157 Young Mills Road. City, state and zip code? LaGrange, Georgia 30240. The system is not recognizing that street address. Can you spell it for me please? 157 Young, like, y- like little, young. Y- y-o-u-n-g. Mills, M-I-L-L-S. Road, R-O-A-D. 157 Young Mills Road, LaGrange, Georgia 30240. And what is the date of birth? 10/17/1996. We have Beth contact, same as the one that you called on, I believe. Actually that looks different. 706-415-0653. Up-dated number. 762-323-2625. Let me show your email then. It's last name period first name @icloud.com? Yeah. All right, let me place you in a quick hold while I download the benefit cards. I'll be right back. Thank you so much for holding. I went ahead and sent you both of the cards. So your vision and medical preventative are in the same card, and then dental is by itself. Keep in mind that your medical preventative has a network requirement. I put in the multiplan network information in there. They're the ones that have that specific list that you need to follow when using your medical plan. Okay. Is there any way you can send me a list of providers who take them in my area? Thank- We don't have any multiplan network to us. You'll have to reach out to them for it unfortunately. Okay, so maybe that's why I need to call around. At least I'm check- Yes, ma'am. And then I did put out a mail request for the physical card since the address on file was the old one. Okay. Well, I appreciate it. Of course, was there anything else that we can assist you with today? Um, that's all. I'm just trying to get ... myself something about. Thank you. You're welcome. Have a great day- Okay. ... and thank you for your time today. Okay. Did, do I need to wait on the email? If you'd like to. I can wait on the phone with you for the email. Okay, I have you. Thank you so much. You're welcome. Have a great day and thank you for calling Benefits in a Card today. Oh, one more thing. Mm-hmm. So which number is for... I, did I, the, like we... I see all these

different numbers. Which, what's the difference? Which numbers is for the one that, you know- Yes, ma'am. They're all labeled. ... like the... Oh- Yes, ma'am they're all labeled. Uh, go ahead. No, I'm waiting to hear what you had to say. I was gonna say, they're all labeled at the beginning of each sentence. So that's for a list of medical providers, for a list of dental providers and then for a list of vision providers. Now the bottom part where it says, "Please advise your vision provider of the following when verifying your coverage," is due to the fact that your carrier for vision offers PPO-limited plans as well as hospital and, I mean, um, major medical insurance. The difference being that a major medical insurance is what you might be used to if you work with the carrier Blue Cross/Blue Shield, um, Cigna and such. But with this plan, they're PPO limited. They don't go as far as the coverage that a major medical insurance would. So if they were to be calling the regular line that's on your benefit card, I believe, I'm not sure if that was updated already, more than likely your provider wouldn't be able to verify the coverage and will be advised that you don't have access coverage. So there's a specific line that with your benefits needs to be called in order for you to reflect on their system. Okay. Well, thank you. Of course. Was there anything else that I can w- answer for you? That was all. All right. Have a great day and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. My name is Francesca, how can I help you?

Speaker speaker_1: How you doing? My name's Brittany Fanning. I was calling, um, I just started up with y'all March 24th. So I'm really just calling trying to get my, like, ver- my card, you know, mailed to me.

Speaker speaker_0: Okay. So we're not the staffing company-

Speaker speaker_1: But I have

Speaker speaker_2: But I pay for-

Speaker speaker_0: ... we only administer the benefits.

Speaker speaker_1: Yeah.

Speaker speaker_0: So I will need the name of the staffing company you're with.

Speaker speaker_1: Well, you can email it to me. Uh, that's what I meant to say. Say that again, ma'am?

Speaker speaker_0: Yes, ma'am. Once again, you don't have coverage with us or work with us. We're just the administrator, but we'll need the name of your staffing company to locate your account.

Speaker speaker_1: Okay. TRC Staffing.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: Hm. 7543.

Speaker speaker_0: And the last name?

Speaker speaker_1: Fanning. F-A-N-N-I-N-G.

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

Speaker speaker_1: Uh, 10/17/1996 is my date of birth. My mailing address is 157 Young Mills Road.

Speaker speaker_0: We have a different address on file.

Speaker speaker_1: Okay. Well, I just moved here last month so you might have my old one. 127 Wynwood Drive, Apartment D as in dog, LaGrange, Georgia 30240.

Speaker speaker_0: Yes, ma'am, does she need me to update it?

Speaker speaker_1: Yeah, you can because I have a new address.

Speaker speaker_0: What would be the new address one more time?

Speaker speaker_1: 157 Young Mills Road.

Speaker speaker_0: City, state and zip code?

Speaker speaker_1: LaGrange, Georgia 30240.

Speaker speaker_0: The system is not recognizing that street address. Can you spell it for me please?

Speaker speaker_1: 157 Young, like, y- like little, young. Y- y-o-u-n-g. Mills, M-I-L-L-S. Road, R-O-A-D. 157 Young Mills Road, LaGrange, Georgia 30240.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: 10/17/1996.

Speaker speaker_0: We have Beth contact, same as the one that you called on, I believe. Actually that looks different. 706-415-0653.

Speaker speaker_1: Up-dated number. 762-323-2625.

Speaker speaker_0: Let me show your email then. It's last name period first name @icloud.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, let me place you in a quick hold while I download the benefit cards. I'll be right back. Thank you so much for holding. I went ahead and sent you both of the cards. So your vision and medical preventative are in the same card, and then dental is by itself. Keep in mind that your medical preventative has a network requirement. I put in the multiplan network information in there. They're the ones that have that specific list that you

need to follow when using your medical plan.

Speaker speaker_1: Okay. Is there any way you can send me a list of providers who take them in my area? Thank-

Speaker speaker_0: We don't have any multiplan network to us. You'll have to reach out to them for it unfortunately.

Speaker speaker_3: Okay, so maybe that's why I need to call around. At least I'm check-

Speaker speaker_0: Yes, ma'am. And then I did put out a mail request for the physical card since the address on file was the old one.

Speaker speaker_3: Okay. Well, I appreciate it.

Speaker speaker_0: Of course, was there anything else that we can assist you with today?

Speaker speaker_3: Um, that's all. I'm just trying to get ... myself something about. Thank you.

Speaker speaker_0: You're welcome. Have a great day-

Speaker speaker_3: Okay.

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

Speaker speaker_3: Okay. Did, do I need to wait on the email?

Speaker speaker_0: If you'd like to. I can wait on the phone with you for the email.

Speaker speaker_3: Okay, I have you. Thank you so much.

Speaker speaker_0: You're welcome. Have a great day and thank you for calling Benefits in a Card today.

Speaker speaker_3: Oh, one more thing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: So which number is for... I, did I, the, like we... I see all these different numbers. Which, what's the difference? Which numbers is for the one that, you know-

Speaker speaker_0: Yes, ma'am. They're all labeled.

Speaker speaker_3: ... like the... Oh-

Speaker speaker_0: Yes, ma'am they're all labeled. Uh, go ahead.

Speaker speaker_3: No, I'm waiting to hear what you had to say.

Speaker speaker_0: I was gonna say, they're all labeled at the beginning of each sentence. So that's for a list of medical providers, for a list of dental providers and then for a list of vision providers. Now the bottom part where it says, "Please advise your vision provider of the following when verifying your coverage," is due to the fact that your carrier for vision offers PPO-limited plans as well as hospital and, I mean, um, major medical insurance. The

difference being that a major medical insurance is what you might be used to if you work with the carrier Blue Cross/Blue Shield, um, Cigna and such. But with this plan, they're PPO limited. They don't go as far as the coverage that a major medical insurance would. So if they were to be calling the regular line that's on your benefit card, I believe, I'm not sure if that was updated already, more than likely your provider wouldn't be able to verify the coverage and will be advised that you don't have access coverage. So there's a specific line that with your benefits needs to be called in order for you to reflect on their system.

Speaker speaker_3: Okay. Well, thank you.

Speaker speaker_0: Of course. Was there anything else that I can w- answer for you?

Speaker speaker_3: That was all.

Speaker speaker_0: All right. Have a great day and thank you for your time today.

Speaker speaker_3: You too.