

Transcript: Francesca

Baez-5855132305014784-5516530840715264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Um, yes, ma'am. I need to get my information, um, for my medical benefits please. What staffing company do you work with? Um, MAU Workforce. What are the last four of the social and the last name, please? Uh, 9392 and it's Christina Pounds. Could you please verify your mailing address and date of birth for security purposes? 324 Falling Timber Court, Stockbridge, Georgia, 30281. And I'm just missing your date of birth, please. 9/12/85. We have the best phone number to reach you down as 678-776-4591? Yes. We have your email down as pc7355436@gmail.com? Yes. All right. Spare me one moment. I'm going to place you in a quick hold while I download your benefit card so that I can send them to your email. Okay? Yes. All right. Please hold for me- This is right now. Thank you. All right. So wait, I went ahead and emailed you all three of your benefit cards, the dental, the vision, and your medical preventative as well. Okay. Um, can I give you my email address? Or can you verify, um, what email you sent it to? Yes, ma'am. But, um, that we verify at the start of the call. Pc7355436@gmail.com? Uh, yes, ma'am. All right. Just keep in mind that with your benefits, your medical preventative is the only one that does require network in order to cover your preventative services. And that the only type of hospital services that it will cover braces wise is that virtual urgent care visit. Okay. You said it will cover? That's the only thing it covers. So you've decided to enroll into the medical preventative care plan. It doesn't cover any of the services that are considered hospital indemnity, which is basically your urgent care, emergency room, or doctor visits. The only thing that it really covers is the preventative services as well as the urgent care package that it has on it. Okay. All right. I- All right. Was there anything... Go ahead. No, no, no. That's it. Thank you. No problem. Hope you have a wonderful rest of your day, and thank you for your time. You too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, yes, ma'am. I need to get my information, um, for my medical benefits please.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, MAU Workforce.

Speaker speaker_1: What are the last four of the social and the last name, please?

Speaker speaker_2: Uh, 9392 and it's Christina Pounds.

Speaker speaker_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_2: 324 Falling Timber Court, Stockbridge, Georgia, 30281.

Speaker speaker_1: And I'm just missing your date of birth, please.

Speaker speaker_2: 9/12/85.

Speaker speaker_1: We have the best phone number to reach you down as 678-776-4591?

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as pc7355436@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Spare me one moment. I'm going to place you in a quick hold while I download your benefit card so that I can send them to your email. Okay?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Please hold for me-

Speaker speaker_2: This is ...

Speaker speaker_1: ... right now. Thank you. All right. So wait, I went ahead and emailed you all three of your benefit cards, the dental, the vision, and your medical preventative as well.

Speaker speaker_2: Okay. Um, can I give you my email address? Or can you verify, um, what email you sent it to?

Speaker speaker_1: Yes, ma'am. But, um, that we verify at the start of the call. Pc7355436@gmail.com?

Speaker speaker_2: Uh, yes, ma'am.

Speaker speaker_1: All right. Just keep in mind that with your benefits, your medical preventative is the only one that does require network in order to cover your preventative services. And that the only type of hospital services that it will cover braces wise is that virtual urgent care visit.

Speaker speaker_2: Okay. You said it will cover?

Speaker speaker_1: That's the only thing it covers. So you've decided to enroll into the medical preventative care plan. It doesn't cover any of the services that are considered hospital indemnity, which is basically your urgent care, emergency room, or doctor visits. The only thing that it really covers is the preventative services as well as the urgent care package

that it has on it.

Speaker speaker_2: Okay. All right. I-

Speaker speaker_1: All right. Was there anything... Go ahead.

Speaker speaker_2: No, no, no. That's it. Thank you.

Speaker speaker_1: No problem. Hope you have a wonderful rest of your day, and thank you for your time.

Speaker speaker_2: You too. Thank you. Bye.