

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca. I'm a representative of Cardinal Care. I'd like to speak with Ms. Richardson on behalf of the OnTrak Staffing. Yes, this is Rita. Good morning, ma'am. We were calling you regarding an enrollment that you submitted online for, for your ex group accident life insurance for yourself and spouse. You did not provide your spouse's information. So I'll need to call you... Oh, oh. Hmm? Oh, I didn't provide the, the, uh, the spouse's information? What is it you need? Do I need to... I have to come back in to do that? Ah, no, ma'am. You can tell it to me over the phone. I'll need his first and last name, date of birth. Okay. And then if you do not have the social at the moment, you can call later on to provide it. No, I have it. His name is Troy Richardson and his birthday is 12-17-52, 1-952, and his social is 463-88-4622. All right. And then once you start working, it might take them one to two weeks for them to start making the deductions for these plans. Okay. But when you see the first deduction, following Monday will be when your coverage becomes effective, and with the current plans that you selected, they do not have any benefit cards. For the free RX, once you become active, they're gonna send you an email- Oh, okay. ... through which you'll go ahead and register your account and then once you have access to the account, you'll be able to also have access to the benefit cards with that membership. Okay. So let me ask you, uh, when are they gonna call me for the position, huh? I haven't heard nothing back yet for the customer service position. So we only administer the health insurance. Okay. They're the ones that directly get back to the members in regards to the employment. Okay, I'll call there. Understood. Do you have any questions regarding the coverage? No, ma'am. Thank you so much for calling me. Of course. Thank you for taking my call. I hope you have a wonderful rest of your day. You as well. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca. I'm a representative of Cardinal Care. I'd like to speak with Ms. Richardson on behalf of the OnTrak Staffing.

Speaker speaker_2: Yes, this is Rita.

Speaker speaker_1: Good morning, ma'am. We were calling you regarding an enrollment that you submitted online for, for your ex group accident life insurance for yourself and spouse. You did not provide your spouse's information. So I'll need to call you...

Speaker speaker_2: Oh, oh.

Speaker speaker_1: Hmm?

Speaker speaker_2: Oh, I didn't provide the, the, uh, the spouse's information? What is it you need? Do I need to... I have to come back in to do that?

Speaker speaker_1: Ah, no, ma'am. You can tell it to me over the phone. I'll need his first and last name, date of birth.

Speaker speaker_2: Okay.

Speaker speaker_1: And then if you do not have the social at the moment, you can call later on to provide it.

Speaker speaker_2: No, I have it. His name is Troy Richardson and his birthday is 12-17-52, 1-952, and his social is 463-88-4622.

Speaker speaker_1: All right. And then once you start working, it might take them one to two weeks for them to start making the deductions for these plans.

Speaker speaker_2: Okay.

Speaker speaker_1: But when you see the first deduction, following Monday will be when your coverage becomes effective, and with the current plans that you selected, they do not have any benefit cards. For the free RX, once you become active, they're gonna send you an email-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... through which you'll go ahead and register your account and then once you have access to the account, you'll be able to also have access to the benefit cards with that membership.

Speaker speaker_2: Okay. So let me ask you, uh, when are they gonna call me for the position, huh? I haven't heard nothing back yet for the customer service position.

Speaker speaker_1: So we only administer the health insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: They're the ones that directly get back to the members in regards to the employment.

Speaker speaker_2: Okay, I'll call there.

Speaker speaker_1: Understood. Do you have any questions regarding the coverage?

Speaker speaker_2: No, ma'am. Thank you so much for calling me.

Speaker speaker_1: Of course. Thank you for taking my call. I hope you have a wonderful rest of your day.

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.