

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today? Hi. How are you? Yes, sir. How can we help you? Uh, me Muhammad Salm. I need, uh, do an update for my card. You coming with me in mailbox. Excuse me. I apologize, sir, I wasn't able to understand. Can you repeat that for me one more time, please? You coming with me email. You tell me do an update for card. W- I'm not sure, sir, but I'm unable to physically go anywhere with you. You're calling the call center for Benefits in a Card. We administer the health coverage of the staffing company. A- A- Are you calling for assistance with your coverage? APL. Yes, sir, that's one of the carriers. Uh-huh. But I last time, I tell them, this is a guy I do the apply for, uh, BlueShares, Blue, BlueShares, BlueShares. There's no BlueShares. No, sir. The health benefits the staffing companies offer are PPO limited plans. Yeah. Blue Cross BlueShield usually offers major medical insurance, which is not what the staffing companies are currently offering. Mm-mm. From the benefits that we administer, there is none that Blue Cross BlueShield offers. I'm sorry. If you, if you, if you... This is a card. I go pharmacy, doctor. Are you working, active, or I do it active? I'm sorry? This is a card. You coming with me in mailbox. It is now active. You, you give it to me, the email. You tell me do it update, active, update. Okay. Um, sir, will it be okay with you if I get an interpreter so that we can better understand each other and I can affect- effectively assist you? Yeah. Okay. What language should I get the interpreter for? Language Arabic. Arabic? Okay. Bear with me one moment. Yes, thank you. Hello, sir. I have an Arabic, Arabic, sorry, um, interpreter on the line with us. Uh-huh. Hello? Yes. Hello, sir? Uh-huh. All right. I'm gonna merge him in with us, okay? Okay. All right, sir. Now you and the member are both on the line together. . Agent, you may begin now. How can we assist you today, sir, regarding your benefits? Uh, . So I received a card on the mailbox and it's asking me to, um, activate it. Was our phone number on that card? Yes. . . I received four cards. Okay. Those are your benefit cards. You do not have to activate them. Yeah, it's still on. So it means they work? Yes, sir. It means that your policy has been activated. Okay. Okay. Okay. Yeah, BlueShares. APL. The interpreter wants more verifications. So last time when I called the insurance, I requested the insur-- uh, Blue Cross Blue Shield, but I received an ACL. Is it the normal or are there other services? The benefits that we administer are not offered by Blue Cross Blue Shield. So APL will be the owner of those plans. Uh, do you mean for the employees, correct? Yes, sir. Thank you, uh, very much for both. I'm very... I really appreciate that. Thank you. All right, thank you so much sir for letting borrow your interpreter skills. Thank you. I hope you guys both have a great day. Thank you. Appreciate. Thank you, thank you. Uh, agent, is there anything else the interpreter can help you with? No, sir. You have been wonderful. Thank you very much for calling and I wish you have a great day. . Thank you. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today?

Speaker speaker_1: Hi. How are you?

Speaker speaker_0: Yes, sir. How can we help you?

Speaker speaker_1: Uh, me Muhammad Salm. I need, uh, do an update for my card. You coming with me in mailbox.

Speaker speaker_0: Excuse me. I apologize, sir, I wasn't able to understand. Can you repeat that for me one more time, please?

Speaker speaker_1: You coming with me email. You tell me do an update for card.

Speaker speaker_0: W- I'm not sure, sir, but I'm unable to physically go anywhere with you. You're calling the call center for Benefits in a Card. We administer the health coverage of the staffing company.

Speaker speaker_1: A- A-

Speaker speaker_0: Are you calling for assistance with your coverage?

Speaker speaker_1: APL.

Speaker speaker_0: Yes, sir, that's one of the carriers.

Speaker speaker_1: Uh-huh. But I last time, I tell them, this is a guy I do the apply for, uh, BlueShares, Blue, BlueShares, BlueShares. There's no BlueShares.

Speaker speaker_0: No, sir. The health benefits the staffing companies offer are PPO limited plans.

Speaker speaker_1: Yeah.

Speaker speaker_0: Blue Cross BlueShield usually offers major medical insurance, which is not what the staffing companies are currently offering.

Speaker speaker_1: Mm-mm.

Speaker speaker_0: From the benefits that we administer, there is none that Blue Cross BlueShield offers. I'm sorry.

Speaker speaker_1: If you, if you, if you... This is a card. I go pharmacy, doctor. Are you working, active, or I do it active?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: This is a card. You coming with me in mailbox. It is now active. You, you give it to me, the email. You tell me do it update, active, update.

Speaker speaker_0: Okay. Um, sir, will it be okay with you if I get an interpreter so that we can better understand each other and I can affect- effectively assist you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. What language should I get the interpreter for?

Speaker speaker_1: Language Arabic.

Speaker speaker_0: Arabic? Okay. Bear with me one moment.

Speaker speaker_1: Yes, thank you.

Speaker speaker_0: Hello, sir. I have an Arabic, Arabic, sorry, um, interpreter on the line with us.

Speaker speaker_2: Uh-huh. Hello?

Speaker speaker_0: Yes. Hello, sir?

Speaker speaker_2: Uh-huh.

Speaker speaker_0: All right. I'm gonna merge him in with us, okay?

Speaker speaker_2: Okay.

Speaker speaker_0: All right, sir. Now you and the member are both on the line together.

Speaker speaker_3: . Agent, you may begin now.

Speaker speaker_0: How can we assist you today, sir, regarding your benefits?

Speaker speaker_1: Uh, .

Speaker speaker_2: So I received a card on the mailbox and it's asking me to, um, activate it.

Speaker speaker_0: Was our phone number on that card?

Speaker speaker_1: Yes. .

Speaker speaker_2: . I received four cards.

Speaker speaker_0: Okay. Those are your benefit cards. You do not have to activate them.

Speaker speaker_1: Yeah, it's still on.

Speaker speaker_2: So it means they work?

Speaker speaker_0: Yes, sir. It means that your policy has been activated.

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, BlueShares. APL.

Speaker speaker_4: The interpreter wants more verifications. So last time when I called the insurance, I requested the insur-- uh, Blue Cross Blue Shield, but I received an ACL. Is it the normal or are there other services?

Speaker speaker_0: The benefits that we administer are not offered by Blue Cross Blue Shield. So APL will be the owner of those plans.

Speaker speaker_4: Uh, do you mean for the employees, correct?

Speaker speaker_0: Yes, sir.

Speaker speaker_4: Thank you, uh, very much for both. I'm very... I really appreciate that. Thank you.

Speaker speaker_0: All right, thank you so much sir for letting borrow your interpreter skills.

Speaker speaker_5: Thank you.

Speaker speaker_0: I hope you guys both have a great day.

Speaker speaker_5: Thank you. Appreciate. Thank you, thank you.

Speaker speaker_4: Uh, agent, is there anything else the interpreter can help you with?

Speaker speaker_0: No, sir. You have been wonderful.

Speaker speaker_4: Thank you very much for calling and I wish you have a great day. .

Speaker speaker_5: Thank you. Have a good day.