

## Transcript: Francesca

**Baez-6247288617484288-5902059146231808**

### Full Transcript

Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today? Hello. Um, I just got off the phone with one of your representatives, um, not too long ago. I was trying to receive all of my, uh, like information for, um, all of my benefits because I've been trying to access them for the longest, but it's like I'm paying for the benefits but I can't really do anything with them because I don't have the numbers I need. Okay. So were you calling to get a digital copy because you didn't receive the copy you already requested? What was the purpose of this- Um. ... second call, ma'am? Uh, a digital, like a digital copy is fine. I just need like the provider number so like all this stuff, uh, for me to be able to use like my benefits because I don't have any of them. Okay. What staffing company you work with? MEU. What are the last four of the social and the last name? 7260 and then the last name is W-Y-L-D-E-O. Please verify your mailing address and date of birth. 2205 Kimbell Road, uh, North Charleston, South Carolina 29406. The date of birth was 08/02/2005. We have best contact 854-902-0681. Yes, that's correct. And we have your email down as first and last name 13@gmail.com? Yes. Um, the guy earlier, he said that he sent it, um, to that email but I didn't receive it. Okay. Okay. Bear with me one moment while I place you on hold to download those benefit cards again. Okay. Please hold. Thank you for holding, ma'am. I sent you two PDF attachments, one of them being your dental and the other one being the medical preventative and patient card. Can you check and see if you received them? Okay. Um, okay. Yes. I have few... Mm-hmm. um, yes, I, I received them. I'm just trying to, uh, download them. Understood. Because I know- Go ahead. Ma'am? Um, yes, I was just going to mention that for your group accident plan, we currently do not have a beneficiary. I was gonna see if you would like to provide one? For, for which one now? For your group accident plan. Um... I'm not sure what that is. Okay. I'm not sure what even are like benefits am I enrolling because I didn't, I didn't like ever enroll myself into any benefits. I just seen that they were taking them out of my check so I was like trying to receive the, the paperwork and stuff for me to use them. Okay. So your enrollment actually came from the form that you filled out June 13th, 2024 at- Mm-hmm. ... 1:49 PM in the afternoon. That's where this current policy came from. You requested it for medical preventative, stay healthy, NEC, the dental and vision along with a group accident plan for employee only. Okay. That's what you're currently enrolled into at the moment. Okay. So the only one that's requiring a beneficiary, if you would like to add one, is your group accident. We just need the first and last name of that person and their relationship to you. Um, it'll be Keija... Uh, K-Y-apostrophe A-S-I-A.... last name, Wylder, W-Y-L-D-E-R. And what is the relationship? My sister. All right. So you are all set. Um, keep it mind that your medical plan does have a network requirement. Um, wha- what does that mean? I'm sorry. Yes, ma'am. So when a plan has a medical network requirement or even for division or dental, what it means is that there is a specific list of providers that you have to go to in order for your

services- Okay. ... to be covered. The email that I sent you- Is that the I told them for my, um, dental one. So the dental is gonna have, uh, network requirement. It's only going to be that medical. Vision and dental you can go anywhere as long as they do take your insurance. Okay. Um, I'm trying to... It's, it's not downloading. I'll see if it, uh, downloads once we get off the phone. But, um, yeah, 'cause I've been having a hard time trying to get it since I've been working for MAU. Like, uh, they keep saying, like, that they would send an email but the first time the only one I got was the, um, the only one I received was the dental one. Um, but I never received, like, the medical and so this whole time I've been trying to access, access it but I could never, like, get a hold of, like, the email or, like, no one to send me the full email until now. So hopefully the PDF works so I can get that information that I need. Understood. Was there any other information I can assist you with today? Um, no, ma'am. That's all. If I have any other questions, I can call back. Understood. I hope you have a wonderful rest of your day and thank you for your time today. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hello. Um, I just got off the phone with one of your representatives, um, not too long ago. I was trying to receive all of my, uh, like information for, um, all of my benefits because I've been trying to access them for the longest, but it's like I'm paying for the benefits but I can't really do anything with them because I don't have the numbers I need.

Speaker speaker\_0: Okay. So were you calling to get a digital copy because you didn't receive the copy you already requested? What was the purpose of this-

Speaker speaker\_1: Um.

Speaker speaker\_0: ... second call, ma'am?

Speaker speaker\_1: Uh, a digital, like a digital copy is fine. I just need like the provider number so like all this stuff, uh, for me to be able to use like my benefits because I don't have any of them.

Speaker speaker\_0: Okay. What staffing company you work with?

Speaker speaker\_1: MEU.

Speaker speaker\_0: What are the last four of the social and the last name?

Speaker speaker\_1: 7260 and then the last name is W-Y-L-D-E-O.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: 2205 Kimbell Road, uh, North Charleston, South Carolina 29406. The date of birth was 08/02/2005.

Speaker speaker\_0: We have best contact 854-902-0681.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: And we have your email down as first and last name 13@gmail.com?

Speaker speaker\_1: Yes. Um, the guy earlier, he said that he sent it, um, to that email but I didn't receive it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Bear with me one moment while I place you on hold to download those benefit cards again.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Please hold. Thank you for holding, ma'am. I sent you two PDF attachments, one of them being your dental and the other one being the medical preventative and patient card. Can you check and see if you received them?

Speaker speaker\_1: Okay. Um, okay. Yes. I have few... Mm-hmm. um, yes, I, I received them. I'm just trying to, uh, download them.

Speaker speaker\_0: Understood.

Speaker speaker\_1: Because I know-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: Um, yes, I was just going to mention that for your group accident plan, we currently do not have a beneficiary. I was gonna see if you would like to provide one?

Speaker speaker\_1: For, for which one now?

Speaker speaker\_0: For your group accident plan.

Speaker speaker\_1: Um... I'm not sure what that is.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm not sure what even are like benefits am I enrolling because I didn't, I didn't like ever enroll myself into any benefits. I just seen that they were taking them out of my check so I was like trying to receive the, the paperwork and stuff for me to use them.

Speaker speaker\_0: Okay. So your enrollment actually came from the form that you filled out June 13th, 2024 at-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 1:49 PM in the afternoon. That's where this current policy came from. You requested it for medical preventative, stay healthy, NEC, the dental and vision along with a group accident plan for employee only.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That's what you're currently enrolled into at the moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So the only one that's requiring a beneficiary, if you would like to add one, is your group accident. We just need the first and last name of that person and their relationship to you.

Speaker speaker\_1: Um, it'll be Keija... Uh, K-Y-apostrophe A-S-I-A.... last name, Wylder, W-Y-L-D-E-R.

Speaker speaker\_0: And what is the relationship?

Speaker speaker\_1: My sister.

Speaker speaker\_0: All right. So you are all set. Um, keep it mind that your medical plan does have a network requirement.

Speaker speaker\_1: Um, wha- what does that mean? I'm sorry.

Speaker speaker\_0: Yes, ma'am. So when a plan has a medical network requirement or even for division or dental, what it means is that there is a specific list of providers that you have to go to in order for your services-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to be covered. The email that I sent you-

Speaker speaker\_1: Is that the

Speaker speaker\_2: I told them for my, um, dental one.

Speaker speaker\_0: So the dental is gonna have, uh, network requirement. It's only going to be that medical. Vision and dental you can go anywhere as long as they do take your insurance.

Speaker speaker\_1: Okay. Um, I'm trying to... It's, it's not downloading. I'll see if it, uh, downloads once we get off the phone. But, um, yeah, 'cause I've been having a hard time trying to get it since I've been working for MAU. Like, uh, they keep saying, like, that they would send an email but the first time the only one I got was the, um, the only one I received was the dental one. Um, but I never received, like, the medical and so this whole time I've been trying to access, access it but I could never, like, get a hold of, like, the email or, like, no one to send me the full email until now. So hopefully the PDF works so I can get that information that I need.

Speaker speaker\_0: Understood. Was there any other information I can assist you with today?

Speaker speaker\_1: Um, no, ma'am. That's all. If I have any other questions, I can call back.

Speaker speaker\_0: Understood. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Bye-bye.