

## Transcript: Francesca

**Baez-6268572698066944-5875555315138560**

### Full Transcript

Thank you for calling BenefitNet card. My name is Francesca. How can I assist you today? Hey, this is Ginger Hendrickson and I was calling because I've been trying to get a prescription for s- approved for my daughter and it's coming back with some wrong information. According to the lady that I just spoke to at the plan, or wherever that PharmaAssist or however this works, it's her name that is incorrect, and I'm calling to try to fix that. Hm. What- what staffing company do you work with? I'm sorry? Yes, ma'am. Which staffing company do you work with? Oh, my husband works with Oxford In- Industries. Oxford, Oxford... Let's see. I will look at what the card says 'cause I don't know what the whole name of it is. Oh, it's okay. It's okay. Oxford Global Resources. All right. And what are the last four digits of his Social? Mine or the plan... The, his? He's the- His. ... actual employee? 0450. Thank you very much. And lastly, can you please verify your mailing address and your date of birth for me? 5201 North Grassway, Muncie, Indiana 47304. And you wanted my date of birth? Yes, ma'am. Or his date of birth? It'll be yours since you're a dependent on the policy. 1229... Yep, 12/29/1970. All right. And then which one is it that you needed to edit? I have Faith and Honah. It's actually Honor, H-O-N-O-R, and that's the problem. R. All right. And they're both daughters, correct? Correct. And then Honor's middle name is down as Leed, L-E-E? Correct. And I have her date of birth down as August 18, 2010? Correct. All right. And then Faith is spelled out as F-A-I-T-H? Correct. Her middle name is down as Hannah, H-A-N-N-A-H? Also correct. And then I have her date of birth down as November 2nd, 2015. Also correct. Excellent. So I think- All right. ... it was just her name that was throwing this off. Understood. So what I'm gonna do is I'm gonna send this out to the front office so they can let the carriers know in regards to it. And then once they have an updated benefit ca- Actually, I for- forgot that the dependents will get their separate ones. Um, once they go ahead and confirm with me whether it is 24 to 48 hours or if there's a different time frame of how long it would take for the carrier's system to reflect her corrected last name and first name, I'll give you a call back and let you know. What will be the best number to call? 'Cause I believe I only have your spouse's phone number. 248-221-0935. 248-221-0935? Correct. And is it okay to give you that call back as soon as I hear back from them or would there be a specific time frame you'd like me to call you at? Um, no. As soon as you get the- the- it back, it should be okay. Mm-hmm. I might not be able to answer r- cor- r- right away. Mm-hmm. But if you can leave a message, I'll call you back. Understood. And I think he put down your email. Um, the second email is G-E-S-S-I-N-K@hotmail.com? Correct. Yep, that's mine. All right. If I don't get a hold of you, I'll leave that voicemail and also send you an email, okay? Excellent. Thank you very much. You've been very helpful. Of course. Thank you. Was there anything else I can assist you with today? Not today, unless you can come up with the extra money for this prescription, but okay. Sorry about that. Thank you. Of course. I hope you have a wonderful

rest of your day and I look forward to giving you that call back. Thanks. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling BenefitNet card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey, this is Ginger Hendrickson and I was calling because I've been trying to get a prescription for s- approved for my daughter and it's coming back with some wrong information. According to the lady that I just spoke to at the plan, or wherever that PharmaAssist or however this works, it's her name that is incorrect, and I'm calling to try to fix that.

Speaker speaker\_0: Hm. What- what staffing company do you work with?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Yes, ma'am. Which staffing company do you work with?

Speaker speaker\_1: Oh, my husband works with Oxford In- Industries. Oxford, Oxford... Let's see. I will look at what the card says 'cause I don't know what the whole name of it is.

Speaker speaker\_0: Oh, it's okay. It's okay.

Speaker speaker\_1: Oxford Global Resources.

Speaker speaker\_0: All right. And what are the last four digits of his Social?

Speaker speaker\_1: Mine or the plan... The, his? He's the-

Speaker speaker\_0: His.

Speaker speaker\_1: ... actual employee? 0450.

Speaker speaker\_0: Thank you very much. And lastly, can you please verify your mailing address and your date of birth for me?

Speaker speaker\_1: 5201 North Grassway, Muncie, Indiana 47304. And you wanted my date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Or his date of birth?

Speaker speaker\_0: It'll be yours since you're a dependent on the policy.

Speaker speaker\_1: 1229... Yep, 12/29/1970.

Speaker speaker\_0: All right. And then which one is it that you needed to edit? I have Faith and Honah.

Speaker speaker\_1: It's actually Honor, H-O-N-O-R, and that's the problem.

Speaker speaker\_0: R. All right. And they're both daughters, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then Honor's middle name is down as Leed, L-E-E?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have her date of birth down as August 18, 2010?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And then Faith is spelled out as F-A-I-T-H?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Her middle name is down as Hannah, H-A-N-N-A-H?

Speaker speaker\_1: Also correct.

Speaker speaker\_0: And then I have her date of birth down as November 2nd, 2015.

Speaker speaker\_1: Also correct. Excellent. So I think-

Speaker speaker\_0: All right.

Speaker speaker\_1: ... it was just her name that was throwing this off.

Speaker speaker\_0: Understood. So what I'm gonna do is I'm gonna send this out to the front office so they can let the carriers know in regards to it. And then once they have an updated benefit ca- Actually, I for- forgot that the dependents will get their separate ones. Um, once they go ahead and confirm with me whether it is 24 to 48 hours or if there's a different time frame of how long it would take for the carrier's system to reflect her corrected last name and first name, I'll give you a call back and let you know. What will be the best number to call? 'Cause I believe I only have your spouse's phone number.

Speaker speaker\_1: 248-221-0935.

Speaker speaker\_0: 248-221-0935?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And is it okay to give you that call back as soon as I hear back from them or would there be a specific time frame you'd like me to call you at?

Speaker speaker\_1: Um, no. As soon as you get the- the- it back, it should be okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I might not be able to answer r- cor- r- right away.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But if you can leave a message, I'll call you back.

Speaker speaker\_0: Understood. And I think he put down your email. Um, the second email is G-E-S-S-I-N-K@hotmail.com?

Speaker speaker\_1: Correct. Yep, that's mine.

Speaker speaker\_0: All right. If I don't get a hold of you, I'll leave that voicemail and also send you an email, okay?

Speaker speaker\_1: Excellent. Thank you very much. You've been very helpful.

Speaker speaker\_0: Of course. Thank you. Was there anything else I can assist you with today?

Speaker speaker\_1: Not today, unless you can come up with the extra money for this prescription, but okay.

Speaker speaker\_0: Sorry about that.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Of course. I hope you have a wonderful rest of your day and I look forward to giving you that call back.

Speaker speaker\_1: Thanks. Bye-bye.

Speaker speaker\_0: Bye.