

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits Intercom, my name is Francis, how can I help you today? Yes, I'm calling to make sure that my, uh, benefits have activated. What staffing company do you work with? The Resource. What are the last four of your social? 8132. And the last name? Jenkins. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Uh, February 6th, 1992. May I have the best phone number to reach you down as 336-521-0681? Yes, ma'am. With your email down as zjenkins52@yahoo.com? Yes, ma'am. Well, sir, your benefits have not been activated. Um, I do see here that we spoke with you on the 28th and advised you on regards to the activation policy. The benefits won't be activated throughout the week, sir. Once you get a deduction on your paycheck following Monday coverage becomes effective Friday of that week, the payment will be sent. So calling in after Monday or Tuesday isn't going to make the policy active because we only receive payment Mondays, Tuesdays. Okay, that makes sense. Um, is there a way for me to check the in-networks... the in-network providers, the provider- the providers within y'all's network? So we're just the account administrator, we don't own the plans, we don't have any network, but the plans that you enrolled into also do not have any network requirement. So how will I know which... once I'm going to, like, go get a dental examination, dental cleaning, how will I know which ones, if yours will work at the place that I go to? Of your plans, as long as they take your carrier, sir. They do have network programs and companies that can assist you in that. However, when you reach out to the network providers, they can ensure whether or not the place is going to accept the carrier. But it's something that unfortunately you'll have to call on your own and see whether or not they do work with your carrier at each office that you're trying to go for an appointment on. Okay. All right, thank you. Of course. Is there anything else that we can assist you with today? No, ma'am. Hope you have a wonderful rest of your day. Thank you for your time today. Thank you. Bye. Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Intercom, my name is Francis, how can I help you today?

Speaker speaker_1: Yes, I'm calling to make sure that my, uh, benefits have activated.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: The Resource.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 8132.

Speaker speaker_0: And the last name?

Speaker speaker_1: Jenkins.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Uh, February 6th, 1992.

Speaker speaker_0: May I have the best phone number to reach you down as 336-521-0681?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: With your email down as zjenkins52@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Well, sir, your benefits have not been activated. Um, I do see here that we spoke with you on the 28th and advised you on regards to the activation policy. The benefits won't be activated throughout the week, sir. Once you get a deduction on your paycheck following Monday coverage becomes effective Friday of that week, the payment will be sent. So calling in after Monday or Tuesday isn't going to make the policy active because we only receive payment Mondays, Tuesdays.

Speaker speaker_1: Okay, that makes sense. Um, is there a way for me to check the in-networks... the in-network providers, the provider- the providers within y'all's network?

Speaker speaker_0: So we're just the account administrator, we don't own the plans, we don't have any network, but the plans that you enrolled into also do not have any network requirement.

Speaker speaker_1: So how will I know which... once I'm going to, like, go get a dental examination, dental cleaning, how will I know which ones, if yours will work at the place that I go to?

Speaker speaker_0: Of your plans, as long as they take your carrier, sir. They do have network programs and companies that can assist you in that. However, when you reach out to the network providers, they can ensure whether or not the place is going to accept the carrier. But it's something that unfortunately you'll have to call on your own and see whether or not they do work with your carrier at each office that you're trying to go for an appointment on.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Of course. Is there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Goodbye.