

Transcript: Justin

Mills-5894502988857344-6109720444616704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Good morning, Justin. It's Alicia at APL. How are you doing today? I'm doing well, and yourself? I'm doing good. Thank you for asking. I have got a member on the line. Um, she's with ATC Healthcare. Last... You want her whole social or her last four? Just the last four. 2700 for Angela Ashley. And I verified all of her information. She is no longer with ATC and wants to see if she can c-continue her dental policy through COBRA. Through COBRA? Yeah. Let's look here. Okay. Yeah. I can transfer her over to 90 Degree Benefits. Um, yeah, you can transfer her over. All right. Thank you, Justin. It's been a pleasure, and I hope you have a wonderful day. Here she comes. Awesome. Hello. Am I speaking with Angela? Hello? Yes. This is she. Awesome. This is Justin from Benefits and a Card. Uh, Alicia told me you wanted to continue the coverage through COBRA. Is that correct? Yes. Okay. Um, for security purposes, could you verify your date of birth for me real quick? Uh, 11/01/64. Okay. So let's see here. So COBRA is through 90 Degree Benefits, but let me get somebody on at 90 Degree Benefits who can help further assist you getting enrolled into COBRA. Okay? Uh, what about for the, um, life insurance as well? Uh, for the life insurance? Yeah. So everything that you were enrolled into through- uh, ATC Healthcare would be rolled over to COBRA, um, or if we wanted to continue the coverage th- through COBRA. So that includes the group accident, the dental, the disability, the critical illness, the term life, and the vision. Okay. So it'd be a lot higher? Um, no, honestly, I don't know the answer to that. Um, that may be something you want to ask 90 Degree Benefits whenever I get somebody on. Uh, what you say the name of it is? Uh, so that- so COBRA is through 90 Degree Benefits. That's the insurance carrier. Okay. All right. Okay. So just bear with me one second. You're gonna have to transfer me to them. Yes, ma'am. Uh, just let me talk to them real quick, and I'll get- I'll transfer you over. Okay? Uh, do you have a number in case we get, um, disconnected? Um, yes. Let me get that for you. Let's see. Okay. Hold on. I have to put you on speaker so I can write it down. Hold on. No worries. Oh, gosh. Hmm. I can... Hello? I'm still here. I'm just letting- Um, you ready? Oh, okay. Yeah, I'm ready. Okay. Um, so their telephone number is 800-833-4296. Could you repeat that? Uh, 800-833-4296. Okay. Okay. And just bear with me one second. Okay, Angela? Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Good morning, Justin. It's Alicia at APL. How are you doing today?

Speaker speaker_1: I'm doing well, and yourself?

Speaker speaker_2: I'm doing good. Thank you for asking. I have got a member on the line. Um, she's with ATC Healthcare. Last... You want her whole social or her last four?

Speaker speaker_1: Just the last four.

Speaker speaker_2: 2700 for Angela Ashley. And I verified all of her information. She is no longer with ATC and wants to see if she can c- continue her dental policy through COBRA.

Speaker speaker_1: Through COBRA?

Speaker speaker_2: Yeah.

Speaker speaker_1: Let's look here. Okay. Yeah. I can transfer her over to 90 Degree Benefits. Um, yeah, you can transfer her over.

Speaker speaker_2: All right. Thank you, Justin. It's been a pleasure, and I hope you have a wonderful day. Here she comes.

Speaker speaker_1: Awesome. Hello. Am I speaking with Angela?

Speaker speaker_3: Hello? Yes. This is she.

Speaker speaker_1: Awesome. This is Justin from Benefits and a Card. Uh, Alicia told me you wanted to continue the coverage through COBRA. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Um, for security purposes, could you verify your date of birth for me real quick?

Speaker speaker_3: Uh, 11/01/64.

Speaker speaker_1: Okay. So let's see here. So COBRA is through 90 Degree Benefits, but let me get somebody on at 90 Degree Benefits who can help further assist you getting enrolled into COBRA. Okay?

Speaker speaker_3: Uh, what about for the, um, life insurance as well?

Speaker speaker_1: Uh, for the life insurance? Yeah. So everything that you were enrolled into through- uh, ATC Healthcare would be rolled over to COBRA, um, or if we wanted to continue the coverage th- through COBRA. So that includes the group accident, the dental, the disability, the critical illness, the term life, and the vision.

Speaker speaker_3: Okay. So it'd be a lot higher?

Speaker speaker_1: Um, no, honestly, I don't know the answer to that. Um, that may be something you want to ask 90 Degree Benefits whenever I get somebody on.

Speaker speaker_3: Uh, what you say the name of it is?

Speaker speaker_1: Uh, so that- so COBRA is through 90 Degree Benefits. That's the insurance carrier.

Speaker speaker_3: Okay. All right.

Speaker speaker_1: Okay. So just bear with me one second.

Speaker speaker_3: You're gonna have to transfer me to them.

Speaker speaker_1: Yes, ma'am. Uh, just let me talk to them real quick, and I'll get- I'll transfer you over. Okay?

Speaker speaker_3: Uh, do you have a number in case we get, um, disconnected?

Speaker speaker_1: Um, yes. Let me get that for you. Let's see.

Speaker speaker_3: Okay. Hold on. I have to put you on speaker so I can write it down. Hold on.

Speaker speaker_1: No worries.

Speaker speaker_3: Oh, gosh. Hmm. I can... Hello?

Speaker speaker_1: I'm still here. I'm just letting- Um, you ready?

Speaker speaker_3: Oh, okay. Yeah, I'm ready.

Speaker speaker_1: Okay. Um, so their telephone number is 800-833-4296.

Speaker speaker_3: Could you repeat that?

Speaker speaker_1: Uh, 800-833-4296.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. And just bear with me one second. Okay, Angela?

Speaker speaker_3: Okay.