

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name's Terry Lineberry and I'm having a little issue here with my dental coverage. Mm-hmm. Uh, a month or so ago, I renewed all of my Benefits in a Card benefits, and apparently, my dental did not get renewed. Um, can you check me out and see what kind of coverage you're showing that I have? Yeah. What's the staffing agency you work for? Creative Circle. And the last four of your Social? 6451. And you said Terry Lineberry? Lineberry? Yep. Right. That's my apologies. And for security purposes, could you verify your home address, including city, state and zip code, Terry? 502 Cypress Vista, Houston, Texas 77094. And my date of birth is 5/7/1960. And a good telephone number I have is 281-216-5258. Yep. And the email I have is terrylineberry@gmail? Yep. Okay. So looking at the file, I do see that you do have dental term life vision bundle offered through Creative Circle. Um, checking no history as well. I've seen you called twice today already. Um, but the ID- Oh yeah. ... card, card was not generating, so they reached out to the back office for assistance. Um, so we don't have the back office's, uh, schedule, so that's why you were informed it takes between 24 to 48 hours for a response back. Um, but as of right now, I mean, looking at the file, you do have the dental term life vision bundle. So honestly, don't know why the dental ID card wasn't showing up on the portal. Um, but like I said- Yeah. So- ... my back office is looking into that. So Justin, I just called American Public Life directly. Mm-hmm. The last guy I spoke with suggested I do that, and they told me that my policy expired on j- June or July 14th, which is when my last contract with Creative Circle ended, and that when... that it was not renewed. So they show I'm not covered right now. So we, we need to fix this ASAP. I just cracked a tooth and I need to go to the dentist. Okay. So let's see here. You know what, you know what I'm saying? Yeah, I totally understand. Um, I s- looking at the file, you do have a current enrollment for the Insure Plus Premier, group accident, dental term life vision bundle, critical illness and the MEC TeleRx. Um, you do have future coverage, so it did renew or rolled over for next year, for 2025. Um, but like I said, one of our representatives did reach out to the back office and reached out to the account manager for Creative Circle, and they're investigating and see why the dental didn't show up on the portal. Um, but like I said, uh, it does take 24 to 48 hours to get a response back from the back office. Um, so I do know that one of the reps that you did speak with earlier will probably make that outbound call to you once they do receive word back. Okay. So when, when you say back office, are you talking about within the Benefits of the Card people or Creative Circle? Um, so our back office, like our account managers, um, they don't work in the office, 'cause that's why we said we don't know their schedules. Um, so like I said, it takes 24 to 48 hours to receive word back from our back office, which is account managers. Okay. All right. Well, um, then I'll just be... I guess I don't have a choice but to be at

your mercy to see what happens. But, um, this is a big problem right now. No, I totally understand, and I, I understand your frustration and everything, Terry. Um, but like I said, there's... we're working on it right now. The two representatives that you spoke with literally not even an hour ago, um, reached out to the back office regarding this situation. Okay. Well, I appreciate your explanation, obviously. But I did not get that explanation from the other two. Totally understand. All right. I'll just- Well, is there anything else I can help you out with today, Terry? Nope. Bye. You're welcome. You have a great day, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. My name's Terry Lineberry and I'm having a little issue here with my dental coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, a month or so ago, I renewed all of my Benefits in a Card benefits, and apparently, my dental did not get renewed. Um, can you check me out and see what kind of coverage you're showing that I have?

Speaker speaker_1: Yeah. What's the staffing agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6451.

Speaker speaker_1: And you said Terry Lineberry? Lineberry?

Speaker speaker_2: Yep. Right.

Speaker speaker_1: That's my apologies. And for security purposes, could you verify your home address, including city, state and zip code, Terry?

Speaker speaker_2: 502 Cypress Vista, Houston, Texas 77094. And my date of birth is 5/7/1960.

Speaker speaker_1: And a good telephone number I have is 281-216-5258.

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is terrylineberry@gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So looking at the file, I do see that you do have dental term life vision bundle offered through Creative Circle. Um, checking no history as well. I've seen you called twice today already. Um, but the ID-

Speaker speaker_2: Oh yeah.

Speaker speaker_1: ... card, card was not generating, so they reached out to the back office for assistance. Um, so we don't have the back office's, uh, schedule, so that's why you were informed it takes between 24 to 48 hours for a response back. Um, but as of right now, I mean, looking at the file, you do have the dental term life vision bundle. So honestly, don't know why the dental ID card wasn't showing up on the portal. Um, but like I said-

Speaker speaker_2: Yeah. So-

Speaker speaker_1: ... my back office is looking into that.

Speaker speaker_2: So Justin, I just called American Public Life directly.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: The last guy I spoke with suggested I do that, and they told me that my policy expired on j- June or July 14th, which is when my last contract with Creative Circle ended, and that when... that it was not renewed. So they show I'm not covered right now. So we, we need to fix this ASAP. I just cracked a tooth and I need to go to the dentist.

Speaker speaker_1: Okay. So let's see here.

Speaker speaker_2: You know what, you know what I'm saying?

Speaker speaker_1: Yeah, I totally understand. Um, I s- looking at the file, you do have a current enrollment for the Insure Plus Premier, group accident, dental term life vision bundle, critical illness and the MEC TeleRx. Um, you do have future coverage, so it did renew or rolled over for next year, for 2025. Um, but like I said, one of our representatives did reach out to the back office and reached out to the account manager for Creative Circle, and they're investigating and see why the dental didn't show up on the portal. Um, but like I said, uh, it does take 24 to 48 hours to get a response back from the back office. Um, so I do know that one of the reps that you did speak with earlier will probably make that outbound call to you once they do receive word back.

Speaker speaker_2: Okay. So when, when you say back office, are you talking about within the Benefits of hte Card people or Creative Circle?

Speaker speaker_1: Um, so our back office, like our account managers, um, they don't work in the office, 'cause that's why we said we don't know their schedules. Um, so like I said, it takes 24 to 48 hours to receive word back from our back office, which is account managers.

Speaker speaker_2: Okay. All right. Well, um, then I'll just be... I guess I don't have a choice but to be at your mercy to see what happens. But, um, this is a big problem right now.

Speaker speaker_1: No, I totally understand, and I, I understand your frustration and everything, Terry. Um, but like I said, there's... we're working on it right now. The two

representatives that you spoke with literally not even an hour ago, um, reached out to the back office regarding this situation.

Speaker speaker_2: Okay. Well, I appreciate your explanation, obviously. But I did not get that explanation from the other two.

Speaker speaker_1: Totally understand.

Speaker speaker_2: All right. I'll just-

Speaker speaker_1: Well, is there anything else I can help you out with today, Terry?

Speaker speaker_2: Nope. Bye.

Speaker speaker_1: You're welcome. You have a great day, okay?