

Transcript: Pamela

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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 Pamela speaking. How may I help you? Uh, my name is, uh, Darrell Marzette and I was calling concerning my insurance. And who do you work for, sir? Uh, Hamilton Rankin. I have the last four digits of your social, so I can pull up your file. 6983 . First and last name? 6983. Your first and last name? Oh, Darrell, D-A-R-R-E-L-L. Marzette, M-A-R-Z, Z as in zebra, E-T-T-E. Mr. Mas- Marzette, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 501 High Street, Aberdeen, Mississippi. My date of birth, the 01/08/1972. Is your ZIP code 39730? Yes, ma'am. Thank you. We have a telephone number on file, 662-436-3447 and your email's your first name, last name, number three @gmail.com. I want to change that. No problem. Because, because I got... I lost, I lost that phone and I got a new number and a new phone. Okay. Is the number you're calling from a good number to reach you? Yes, ma'am. Uh- The number is 66... What it is, sir? 662-66-6465401? Yes, ma'am. Okay. And what would you like to know about your benefits? Uh, when did, when d- when do the, the, uh, the insurance affect... Okay, let's see. So we tried to contact you. Let's see. Let's see. Okay. Because when you sent the form to enroll you in the benefits- Yeah. ... you selected multiple medical plans, so we needed to ve- verify which one you... exactly which one you needed or wanted, uh, 'cause you're only allowed to choose one or combine two. And we went ahead and enrolled you in the lowest plan out of the one you have selected. That's good. Um, but we have not received yet the premium from your employer. We're waiting on the payment from your employer in order for the benefits to start. So as soon as we receive the payment, the following Monday your benefits will be active. Which pay- date did you get paid, sir? I got paid today. Okay. So, um, let's see. Well, if, if they would've made the deductions today, most likely we would be able to see if on Monday your benefits w- will be active. But it's not showing in our system. If you want to contact them and let them know that that's what we's waiting for your benefits to start. Okay, so who would I go to? Uh, Rankin Height? Yes, sir. They are the one that- Hey, do I... Do I be able to get some type of number or something to the doctor's office? Yes. After the benefits become effective, you will receive your ID card. Um, they take seven to 10 days to arrive. But if you need to use the benefits before that, um, it takes 72 hours after the benefits are active for us to be able to, um, get an- the ID cards and send it to you. Well, temporized ID cards and send it to you while you wait for the physical card to arrive. Uh-huh. And you will be able to use those. Okay. Uh, may I- So, you mean, so if I was to go today, it, it would be, it wouldn't be effective? No, sir. It not. We have to receive the- Okay. ... first payment first. Okay. Is there anything else I could do, sir? No. All right, thank you for giving us a call today. Have a great rest of the day. All right.

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 Pamela speaking. How may I help you?

Speaker speaker_2: Uh, my name is, uh, Darrell Marzette and I was calling concerning my insurance.

Speaker speaker_1: And who do you work for, sir?

Speaker speaker_2: Uh, Hamilton Rankin.

Speaker speaker_1: I have the last four digits of your social, so I can pull up your file.

Speaker speaker_2: 6983 .

Speaker speaker_1: First and last name?

Speaker speaker_2: 6983.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Oh, Darrell, D-A-R-R-E-L-L. Marzette, M-A-R-Z, Z as in zebra, E-T-T-E.

Speaker speaker_1: Mr. Mas- Marzette, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: My address is 501 High Street, Aberdeen, Mississippi. My date of birth, the 01/08/1972.

Speaker speaker_1: Is your ZIP code 39730?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you. We have a telephone number on file, 662-436-3447 and your email's your first name, last name, number three @gmail.com.

Speaker speaker_2: I want to change that.

Speaker speaker_1: No problem.

Speaker speaker_2: Because, because I got... I lost, I lost that phone and I got a new number and a new phone.

Speaker speaker_1: Okay. Is the number you're calling from a good number to reach you?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Uh-

Speaker speaker_2: The number is 66... What it is, sir?

Speaker speaker_1: 662-66-6465401?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And what would you like to know about your benefits?

Speaker speaker_2: Uh, when did, when d- when do the, the, uh, the insurance affect...

Speaker speaker_1: Okay, let's see. So we tried to contact you. Let's see. Let's see. Okay. Because when you sent the form to enroll you in the benefits-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you selected multiple medical plans, so we needed to ve- verify which one you... exactly which one you needed or wanted, uh, 'cause you're only allowed to choose one or combine two. And we went ahead and enrolled you in the lowest plan out of the one you have selected.

Speaker speaker_2: That's good.

Speaker speaker_1: Um, but we have not received yet the premium from your employer. We're waiting on the payment from your employer in order for the benefits to start. So as soon as we receive the payment, the following Monday your benefits will be active. Which pay- date did you get paid, sir?

Speaker speaker_2: I got paid today.

Speaker speaker_1: Okay. So, um, let's see. Well, if, if they would've made the deductions today, most likely we would be able to see if on Monday your benefits w- will be active. But it's not showing in our system. If you want to contact them and let them know that that's what we're waiting for your benefits to start.

Speaker speaker_2: Okay, so who would I go to? Uh, Rankin Height?

Speaker speaker_1: Yes, sir. They are the one that-

Speaker speaker_2: Hey, do I... Do I be able to get some type of number or something to the doctor's office?

Speaker speaker_1: Yes. After the benefits become effective, you will receive your ID card. Um, they take seven to 10 days to arrive. But if you need to use the benefits before that, um, it takes 72 hours after the benefits are active for us to be able to, um, get an-

Speaker speaker_2: .

Speaker speaker_1: ... the ID cards and send it to you. Well, temporized ID cards and send it to you while you wait for the physical card to arrive.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And you will be able to use those.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, may I-

Speaker speaker_2: So, you mean, so if I was to go today, it, it would be, it wouldn't be effective?

Speaker speaker_1: No, sir. It not. We have to receive the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... first payment first.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could do, sir?

Speaker speaker_2: No.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: All right.