

## 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 Car. This is Pamela speaking. How may I help you? Hi, my name's Teri and I'm calling to check on my dental coverage. I just signed up, um, I believe it was in December and I was trying to figure out, uh, what my coverage is, therefore I can, um, find the right doctors that I need to. I understand. May I have the last four digits of your social and the staffing agency that you work for? Oh, yes. HCC Services, Healthcare Services, and it's called, um, Care Builders From Home. And the last four digits of your social? Uh, does my employee ID number work? No, ma'am. That's 7008. And- Tell me- ... first and last name? Oh, my name is Teri, T-E-I, Barksdale, B-A-R-K-S-D-A-L-E. Teri. Hm. And you said the last four are 7708? No, there's two zeros and a seven and an eight. Oh, sorry. No problem. I'm in a home, I'm not in a public place that usually say, um, I'm in a private place so, therefore, I can give out these numbers, but I'm- Oh. ... somewhere where I should be able to communicate. I understand. Can you repeat your first and last name for me please? My name's Teri Barksdale, T-E-R-I B-A-R-K-S-D-A-L-E. Hm. And I'm calling to get my dental. I, I, I understand but it's just that it's not coming up. Um, when did you start working for HCC? Uh, been a year and a half, so I can't really say what the, the complete date is. I would have to look into my, my portal so I can see, um, what my starting date was. But it's, it's been a little bit, it's been quite a, you know, maybe a year and a half, almost two, almost two years. Okay, just give me one second. Let me try again. I just ad- Okay. I just added it, um, by phone with a representative, um, last month. Okay. Give me one second. Let me give it one more try. No problem. Looking for... I don't know why it's not showing up. I don't know, but I definitely signed up. All right. I... Got it. Now, I'm gonna need to verify your complete address and date of birth just for security reasons to make sure we are in the correct file. Okay. My address is 17711 Woodbine, W-O-O-D-B-I-N-E. That's, uh, Detroit, Michigan, 48219. This is... My, my name is... My, um, address is also my mailing address and my place of residence. And my name is- All right. ... Teri Barksdale. Okay. Thank you for the information. Okay. We have a telephone number on file, 3134575772. And you email stbarksdale78@yahoo.com. And then we have the same email, but, uh, @gmail. Yes. Okay. The Yahoo was fine. Okay. That's my work email. I see. So I see that you did add the dental plan, but we have not received any payment from your employer, um, so your benefits are not active. The last day they were active was on the fifth of this month. Have you missed week, um, work? No. No, I didn't miss any work. Okay. I see. 'Cause we have not received a payment. Okay. Well- Um, for this week, for la- the week of the sixth, or this, or this week? Week of the sixth. Okay. Well, I'll call them and ask them what's going on 'cause I'm supposed to have preventative care, dental, um... And with the preventative care, um, I believe that's with vision too, right? Yeah, you do, you are enrolled in the benefits. It's just that this last two weeks, we have not received a premium from your

employer. Oh, from anything. Okay. All right. Yeah. Well, I'll contact them and I will see what I need to do. All right. I'm glad I called. Yes, ma'am. Well, thank you so much for taking the time out today. Thank you for giving us a call today. Have a great rest of the day yourself. You too, and thanks.

## 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 Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, my name's Teri and I'm calling to check on my dental coverage. I just signed up, um, I believe it was in December and I was trying to figure out, uh, what my coverage is, therefore I can, um, find the right doctors that I need to.

Speaker speaker\_1: I understand. May I have the last four digits of your social and the staffing agency that you work for?

Speaker speaker\_2: Oh, yes. HCC Services, Healthcare Services, and it's called, um, Care Builders From Home.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: Uh, does my employee ID number work?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: That's 7008.

Speaker speaker\_1: And-

Speaker speaker\_2: Tell me-

Speaker speaker\_1: ... first and last name?

Speaker speaker\_2: Oh, my name is Teri, T-E-I, Barksdale, B-A-R-K-S-D-A-L-E.

Speaker speaker\_1: Teri. Hm. And you said the last four are 7708?

Speaker speaker\_2: No, there's two zeros and a seven and an eight.

Speaker speaker\_1: Oh, sorry.

Speaker speaker\_2: No problem. I'm in a home, I'm not in a public place that usually say, um, I'm in a private place so, therefore, I can give out these numbers, but I'm-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... somewhere where I should be able to communicate.

Speaker speaker\_1: I understand. Can you repeat your first and last name for me please?

Speaker speaker\_2: My name's Teri Barksdale, T-E-R-I B-A-R-K-S-D-A-L-E.

Speaker speaker\_1: Hm.

Speaker speaker\_2: And I'm calling to get my dental.

Speaker speaker\_1: I, I, I understand but it's just that it's not coming up. Um, when did you start working for HCC?

Speaker speaker\_2: Uh, been a year and a half, so I can't really say what the, the complete date is. I would have to look into my, my portal so I can see, um, what my starting date was. But it's, it's been a little bit, it's been quite a, you know, maybe a year and a half, almost two, almost two years.

Speaker speaker\_1: Okay, just give me one second. Let me try again.

Speaker speaker\_2: I just ad-

Speaker speaker\_1: Okay.

Speaker speaker\_2: I just added it, um, by phone with a representative, um, last month.

Speaker speaker\_1: Okay. Give me one second. Let me give it one more try.

Speaker speaker\_2: No problem.

Speaker speaker\_1: Looking for... I don't know why it's not showing up.

Speaker speaker\_2: I don't know, but I definitely signed up.

Speaker speaker\_1: All right. I... Got it. Now, I'm gonna need to verify your complete address and date of birth just for security reasons to make sure we are in the correct file.

Speaker speaker\_2: Okay. My address is 17711 Woodbine, W-O-O-D-B-I-N-E. That's, uh, Detroit, Michigan, 48219. This is... My, my name is... My, um, address is also my mailing address and my place of residence. And my name is-

Speaker speaker\_1: All right.

Speaker speaker\_2: ... Teri Barksdale.

Speaker speaker\_1: Okay. Thank you for the information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: We have a telephone number on file, 3134575772. And you email stbarksdale78@yahoo.com. And then we have the same email, but, uh, @gmail.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: The Yahoo was fine.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's my work email.

Speaker speaker\_1: I see. So I see that you did add the dental plan, but we have not received any payment from your employer, um, so your benefits are not active. The last day they were active was on the fifth of this month. Have you missed week, um, work?

Speaker speaker\_2: No. No, I didn't miss any work.

Speaker speaker\_1: Okay. I see. 'Cause we have not received a payment.

Speaker speaker\_2: Okay. Well-

Speaker speaker\_1: Um, for this week, for la- the week of the sixth, or this, or this week?

Speaker speaker\_2: Week of the sixth. Okay. Well, I'll call them and ask them what's going on 'cause I'm supposed to have preventative care, dental, um... And with the preventative care, um, I believe that's with vision too, right?

Speaker speaker\_1: Yeah, you do, you are enrolled in the benefits. It's just that this last two weeks, we have not received a premium from your employer.

Speaker speaker\_2: Oh, from anything. Okay. All right.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Well, I'll contact them and I will see what I need to do.

Speaker speaker\_1: All right.

Speaker speaker\_2: I'm glad I called.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Well, thank you so much for taking the time out today.

Speaker speaker\_1: Thank you for giving us a call today. Have a great rest of the day yourself.

Speaker speaker\_2: You too, and thanks.