

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? Hi. Can I go to see, um, my card? If it's, um, activated and it's dental insurance, you know, is on it, if I have that coverage? You wanna know if you have dental coverage? If it's activated on my card, the card I have, I don't, I don't know if it's a card for, um, the coverage that I selected through Surge Staffing but I know it's benefits in the card program. Okay. So, you got auto enrolled through Surge? Yes, ma'am. Uh, at the time- Okay. ... I don't, I don't know. So if you didn't sign up for the benefits and you got the card, it's because you got auto enrolled. Now, the benefits that you get auto enroll is for preventive care only. What it means is that you could go and check your cholesterol, diabetes, uh, mammogram, Pap smear. Um, then insurance gonna cover 100% the procedures. You are responsible for the doctor's visits, um, and- Okay. Oh, excuse me. Not, excuse me, ma'am. Not to cut you off. I did not select medical insurance. I have that. With Surge Staffing, I only put, applied for dental and life insurance. And it's taken- Okay. But you did apply. ... out of my check weekly. So you did apply for the insur- so you did apply for it? That's what I said at the beginning. I've, I'm only inquiring if I have dental. So, I'm sorry. I didn't..... Okay. So yeah, if I could finish. I'm only inquiring about dental. If it's on my card- Okay. ... I don't know if I have the card or what. That's what I'm trying to figure out before I make this appointment. No problem. Let me get the last four digits of your social so I can pull up your file- ... and see what you are enrolled in. Okay, sure. 5047. 50-47. Your first and last name, ma'am? Mm-hmm. Lakisha Mills. Yes, ma'am. For security reasons and just to make sure we are in the correct file- Mm-hmm. ... we need to verify your complete address and date of birth. Okay. Uh, address is 350 North State Highway 360, um, apartment 3202. Um, date of birth, May 22nd, 1976. Thank you. We have a phone number on file, 469-964-5568, and your email is, I, makes your last name, 5578. No. No. My number's 469-964-5568. And your email- L- ... is the letter- Not I. L as in lake. Oh, it's L. I know people- Yeah. People think it's an I all the time- Uh... But it's an L. L, M- Okay. ... L, M-I-M-S. Mm-hmm. So yes, you are enrolled in dental and life insurance. Okay. Do I get a card? Do you have any questions? I've never got a card or anything in the mail. So I'm trying to figure out... Well, yeah. I have questions. I have a card here. I don't know if it's for the program. I don't- If, if- I just don't know. Mm-hmm. Okay. If the card that you have, ha- uh, it says APL and it should say dental with Carrington. If it's your dental card. It says APL Carrington. Mm-hmm. Payer ID number, coverage, individual. Um, group number. Okay, it says plan. So if that's what it says, that's your dental card. It says plan or group voluntary dental. So this is the card that I present to the, um, insurance, uh, I mean, to the, um, when I make a dental appointment to the dentist? Dental department? Yes, ma'am. Yeah. Okay, so do you have a list of, um... Oh, Lord. Uh. Well... If you want to find the providers in your area, the phone

number that says Carrington, that's where you call and they will let you know which ones are closer to you. Okay. Um, the number's on the card? Yes. Okay. All right. Thank you. Okay. Anything else I can do for you? Uh, that's all for now. Thank you and have a good day, ha-holiday. Thank you. You too, ma'am. Thank you. 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 Pamela speaking. How may I help?

Speaker speaker_2: Hi. Can I go to see, um, my card? If it's, um, activated and it's dental insurance, you know, is on it, if I have that coverage?

Speaker speaker_1: You wanna know if you have dental coverage?

Speaker speaker_2: If it's activated on my card, the card I have, I don't, I don't know if it's a card for, um, the coverage that I selected through Surge Staffing but I know it's benefits in the card program.

Speaker speaker_1: Okay. So, you got auto enrolled through Surge?

Speaker speaker_2: Yes, ma'am. Uh, at the time-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I don't, I don't know.

Speaker speaker_1: So if you didn't sign up for the benefits and you got the card, it's because you got auto enrolled. Now, the benefits that you get auto enroll is for preventive care only. What it means is that you could go and check your cholesterol, diabetes, uh, mammogram, Pap smear. Um, then insurance gonna cover 100% the procedures. You are responsible for the doctor's visits, um, and-

Speaker speaker_2: Okay. Oh, excuse me. Not, excuse me, ma'am. Not to cut you off. I did not select medical insurance. I have that. With Surge Staffing, I only put, applied for dental and life insurance. And it's taken-

Speaker speaker_1: Okay. But you did apply.

Speaker speaker_2: ... out of my check weekly.

Speaker speaker_1: So you did apply for the insur- so you did apply for it?

Speaker speaker_2: That's what I said at the beginning. I've, I'm only inquiring if I have dental.

Speaker speaker_1: So, I'm sorry. I didn't.....

Speaker speaker_2: Okay. So yeah, if I could finish. I'm only inquiring about dental. If it's on my card-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I don't know if I have the card or what. That's what I'm trying to figure out before I make this appointment.

Speaker speaker_1: No problem. Let me get the last four digits of your social so I can pull up your file- ... and see what you are enrolled in.

Speaker speaker_2: Okay, sure. 5047. 50-47.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Mm-hmm. Lakisha Mills.

Speaker speaker_1: Yes, ma'am. For security reasons and just to make sure we are in the correct file-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we need to verify your complete address and date of birth.

Speaker speaker_2: Okay. Uh, address is 350 North State Highway 360, um, apartment 3202. Um, date of birth, May 22nd, 1976.

Speaker speaker_1: Thank you. We have a phone number on file, 469-964-5568, and your email is, I, makes your last name, 5578.

Speaker speaker_2: No. No. My number's 469-964-5568.

Speaker speaker_1: And your email-

Speaker speaker_2: L-

Speaker speaker_1: ... is the letter-

Speaker speaker_2: Not I. L as in lake.

Speaker speaker_1: Oh, it's L.

Speaker speaker_2: I know people-

Speaker speaker_1: Yeah.

Speaker speaker_2: People think it's an I all the time-

Speaker speaker_1: Uh...

Speaker speaker_2: But it's an L. L, M-

Speaker speaker_1: Okay.

Speaker speaker_2: ... L, M-I-M-S.

Speaker speaker_1: Mm-hmm. So yes, you are enrolled in dental and life insurance.

Speaker speaker_2: Okay. Do I get a card?

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: I've never got a card or anything in the mail. So I'm trying to figure out... Well, yeah. I have questions. I have a card here. I don't know if it's for the program. I don't-

Speaker speaker_1: If, if-

Speaker speaker_2: I just don't know.

Speaker speaker_1: Mm-hmm. Okay. If the card that you have, ha- uh, it says APL and it should say dental with Carrington. If it's your dental card.

Speaker speaker_2: It says APL Carrington.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Payer ID number, coverage, individual. Um, group number. Okay, it says plan.

Speaker speaker_1: So if that's what it says, that's your dental card.

Speaker speaker_2: It says plan or group voluntary dental. So this is the card that I present to the, um, insurance, uh, I mean, to the, um, when I make a dental appointment to the dentist? Dental department?

Speaker speaker_1: Yes, ma'am. Yeah.

Speaker speaker_2: Okay, so do you have a list of, um... Oh, Lord. Uh. Well...

Speaker speaker_1: If you want to find the providers in your area, the phone number that says Carrington, that's where you call and they will let you know which ones are closer to you.

Speaker speaker_2: Okay. Um, the number's on the card?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Okay. Anything else I can do for you?

Speaker speaker_2: Uh, that's all for now. Thank you and have a good day, ha- holiday. Thank you.

Speaker speaker_1: You too, ma'am. Thank you.

Speaker speaker_2: Okay.