

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? Hey Pamela, it's Tracy with APL. Happy New Year. Happy New Year. How you doing? I'm good. I have a member on the line who has got, um, a question on his enrollment, because he's indicating that it should not just be for himself. Oh. He's with Oxford Global. Okay. And his name is... Oh, I'm sorry. No, no, go ahead. I'm listening. Cory Funk, and the last four of his Social was 8631. All right. Let's see. Okay. Um. Are you ready for him? Yes. Did you verify his address and date of birth? I did. Uh-huh. All right. Thank you. Absolutely. Good. Okay. Well, here we go, and I'm going to release him to you, Pamela, and I hope you have a great afternoon. You too. Thank you. Bye-bye. All right. Mr. Funk? Yes. This is me. Hi, sir. My name is Pamela, and I will be assisting you. Um- Hey, Pamela. I... Go ahead. I'm listening. Aye. Yes, I'm, I can hear you. All right. So, um, I see here that you said, um, that the benefits should be for you and your family? Yeah. When I was doing the enrollment, the Benefits in a Card portal had some issues. I actually had to go in and do it twice. And both times, I submitted for my- myself and my wife, and I'm not sure why that, that didn't register on the website, but that is what I attempted to enroll in. Okay. So, we did try to reach out to you back in November, 'cause we, we couldn't get your spouse information, and we also sent it in email. Um, but we never heard..... Then you called back for your ID card. Yes, and I did get those ID cards. Um, so I did speak with someone, but it was, it was in reference to issues with the portal, and then also with, um, just, uh, getting a copy of my digital ID cards. But, at that time, I wasn't aware that there had been an error in my enrollment. I... Okay. So, um, Mr. Funk, I have to reach back to the eligibility department so they will be able to help me to see who can make the changes now- Okay. ... 'cause I won't be able to do so on my own. I will need, um, is it possible for you to call back, like, within the next hour or so? Yeah. The eli- the eligibility team will give me a call back? No, I will do it myself, but I do need to get back to you- Okay. ... you know, um, get in touch with them to see what, how, um, I could fix this for you because- Okay. ... even if I want, the system won't allow me. Okay. Perfect. Yeah. If you just wanna, um, give me a call back, my best phone number is the 260-7253 number. Yes. We have it on file. All right. So, I- let me just- Yes. ... call them and I'll give you a call back. Thank you. And, um, okay. Before I let you go, let me get your spouse information so that way, uh, I could have all that information when I reach out to them. Okay. It, it should be in the portal when I submitted it, but I can give it to you again. Yeah. Go ahead. Uh, her name is Mindy, M-I-N-D-Y. Her middle name is Marie, M-A-R-I-E. Her last name is Thornley, T-H-O-R-N-L-E-Y. H-O... T-H-O-R-N-L-E-Y. Okay. And her date of birth? 09/18/1981. Okay. So, I need this information to give this to them. Um, we also need the Social, but I'll get that when we have everything set up. Um,..... Yeah. I can, I can give that to you

now if you want. Okay. Go ahead. Yeah. It's 918-258. Okay. So, I will get in touch with them. As soon as I have everything set and worked out with them, I will give you a call. It should be like within, within an hour or so. Okay. Thank you so much. All right. Thank you. Of course, I'm sorry for the inconvenience..... You're okay. Bye-bye. Bye-bye.

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: Hey Pamela, it's Tracy with APL. Happy New Year.

Speaker speaker_1: Happy New Year. How you doing?

Speaker speaker_2: I'm good. I have a member on the line who has got, um, a question on his enrollment, because he's indicating that it should not just be for himself.

Speaker speaker_1: Oh.

Speaker speaker_2: He's with Oxford Global.

Speaker speaker_1: Okay.

Speaker speaker_2: And his name is... Oh, I'm sorry.

Speaker speaker_1: No, no, go ahead. I'm listening.

Speaker speaker_2: Cory Funk, and the last four of his Social was 8631.

Speaker speaker_1: All right. Let's see. Okay. Um.

Speaker speaker_2: Are you ready for him?

Speaker speaker_1: Yes. Did you verify his address and date of birth?

Speaker speaker_2: I did. Uh-huh.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Absolutely. Good. Okay. Well, here we go, and I'm going to release him to you, Pamela, and I hope you have a great afternoon.

Speaker speaker_1: You too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: All right. Mr. Funk?

Speaker speaker_3: Yes. This is me.

Speaker speaker_1: Hi, sir. My name is Pamela, and I will be assisting you. Um-

Speaker speaker_3: Hey, Pamela. I...

Speaker speaker_1: Go ahead. I'm listening.

Speaker speaker_3: Aye. Yes, I'm, I can hear you.

Speaker speaker_1: All right. So, um, I see here that you said, um, that the benefits should be for you and your family?

Speaker speaker_3: Yeah. When I was doing the enrollment, the Benefits in a Card portal had some issues. I actually had to go in and do it twice. And both times, I submitted for my- myself and my wife, and I'm not sure why that, that didn't register on the website, but that is what I attempted to enroll in.

Speaker speaker_1: Okay. So, we did try to reach out to you back in November, 'cause we, we couldn't get your spouse information, and we also sent it in email. Um, but we never heard..... Then you called back for your ID card.

Speaker speaker_3: Yes, and I did get those ID cards. Um, so I did speak with someone, but it was, it was in reference to issues with the portal, and then also with, um, just, uh, getting a copy of my digital ID cards. But, at that time, I wasn't aware that there had been an error in my enrollment.

Speaker speaker_1: I... Okay. So, um, Mr. Funk, I have to reach back to the eligibility department so they will be able to help me to see who can make the changes now-

Speaker speaker_3: Okay.

Speaker speaker_1: ... 'cause I won't be able to do so on my own. I will need, um, is it possible for you to call back, like, within the next hour or so?

Speaker speaker_3: Yeah. The eli- the eligibility team will give me a call back?

Speaker speaker_1: No, I will do it myself, but I do need to get back to you-

Speaker speaker_3: Okay.

Speaker speaker_1: ... you know, um, get in touch with them to see what, how, um, I could fix this for you because-

Speaker speaker_3: Okay.

Speaker speaker_1: ... even if I want, the system won't allow me.

Speaker speaker_3: Okay. Perfect. Yeah. If you just wanna, um, give me a call back, my best phone number is the 260-7253 number.

Speaker speaker_1: Yes. We have it on file. All right. So, I- let me just-

Speaker speaker_3: Yes.

Speaker speaker_1: ... call them and I'll give you a call back.

Speaker speaker_3: Thank you.

Speaker speaker_1: And, um, okay. Before I let you go, let me get your spouse information so that way, uh, I could have all that information when I reach out to them.

Speaker speaker_3: Okay. It, it should be in the portal when I submitted it, but I can give it to you again.

Speaker speaker_1: Yeah. Go ahead.

Speaker speaker_3: Uh, her name is Mindy, M-I-N-D-Y. Her middle name is Marie, M-A-R-I-E. Her last name is Thornley, T-H-O-R-N-L-E-Y.

Speaker speaker_1: H-O...

Speaker speaker_3: T-H-O-R-N-L-E-Y.

Speaker speaker_1: Okay. And her date of birth?

Speaker speaker_3: 09/18/1981.

Speaker speaker_1: Okay. So, I need this information to give this to them. Um, we also need the Social, but I'll get that when we have everything set up. Um,.....

Speaker speaker_3: Yeah. I can, I can give that to you now if you want.

Speaker speaker_1: Okay. Go ahead.

Speaker speaker_3: Yeah. It's 918-258.

Speaker speaker_1: Okay. So, I will get in touch with them. As soon as I have everything set and worked out with them, I will give you a call. It should be like within, within an hour or so.

Speaker speaker_3: Okay. Thank you so much.

Speaker speaker_1: All right. Thank you. Of course, I'm sorry for the inconvenience.....

Speaker speaker_3: You're okay. Bye-bye.

Speaker speaker_2: Bye-bye.