

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, yes, I'm trying to find out about my dental coverage. Okay. And who do you work for, ma'am? Ellit Groups, E-L-L-I-T Groups. Ellit, you said? Yes. That's the name of the staffing agency? Yes. Ellit. Doesn't sound familiar with the one that we represent. I have an email with your information on it, where I got my phone number. Give me one second. Let me... see. No, no, hold. No, hold your phone. What is your first and last name, ma'am? First name Diana, D-I-A-N-N-A. Last name Woodall, W-O-O-D-A-L-L. That'll be Oxford? No. Is it not? Previous was Oxford. No. Previous was Oxford. I mean, I've got a group number. I got my Blue Cross Blue Shield card. I just don't find anything for dental. 'Cause we, we are not part of, um, Blue Cross Blue Shield. Okay. But for you, uh, um, let me see if this is you through Oxford. And then, um- Let me look at the email. It says... With the- Oh, yeah..... Oh. Oh, I see, I see. This is old. Okay. That makes sense. Okay, nevermind. I made... My mistake. That's the old card. Thank you. Okay. No problem. All right. Thank you for giving us a call.

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, yes, I'm trying to find out about my dental coverage.

Speaker speaker_1: Okay. And who do you work for, ma'am?

Speaker speaker_2: Ellit Groups, E-L-L-I-T Groups.

Speaker speaker_1: Ellit, you said?

Speaker speaker_2: Yes.

Speaker speaker_1: That's the name of the staffing agency?

Speaker speaker_2: Yes.

Speaker speaker_1: Ellit. Doesn't sound familiar with the one that we represent.

Speaker speaker_2: I have an email with your information on it, where I got my phone number.

Speaker speaker_1: Give me one second. Let me... see.

Speaker speaker_2: No, no, hold. No, hold your phone.

Speaker speaker_1: What is your first and last name, ma'am?

Speaker speaker_2: First name Diana, D-I-A-N-N-A. Last name Woodall, W-O-O-D-A-L-L.

Speaker speaker_1: That'll be Oxford?

Speaker speaker_2: No.

Speaker speaker_1: Is it not?

Speaker speaker_2: Previous was Oxford. No. Previous was Oxford. I mean, I've got a group number. I got my Blue Cross Blue Shield card. I just don't find anything for dental.

Speaker speaker_1: 'Cause we, we are not part of, um, Blue Cross Blue Shield.

Speaker speaker_2: Okay.

Speaker speaker_1: But for you, uh, um, let me see if this is you through Oxford. And then, um-

Speaker speaker_2: Let me look at the email. It says...

Speaker speaker_1: With the-

Speaker speaker_3: Oh, yeah.....

Speaker speaker_2: Oh. Oh, I see, I see. This is old. Okay. That makes sense. Okay, nevermind. I made... My mistake. That's the old card. Thank you.

Speaker speaker_1: Okay. No problem. All right. Thank you for giving us a call.