

Transcript: Pamela

Blanc-5993708352487424-5474725912166400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Member Services. Para asistencia en Español, oprima el número nueve. To better assist you, please have your membership or policy ID number available. If you are a healthcare provider, press one. If you would like to sign up or learn more about our health and lifestyle discount plans, press two. If you are a member calling about your current product, press three. All other callers, please press four. To hear these options again, press five. For faster service, you can ac-... For quality assurance and training purposes, this call may be monitored and/or recorded. Thank you for calling Carrington. My name is Clarice. Can I have your name and member ID? Okay. Um, member ID, so is it for the APL card? For what number? I'm sorry, I didn't hear you. I'm trying to see which member ID, uh, which ca- which number am I giving you? Uh, the Carrington number ID. Oh, okay. Wait. Carrington number ID. Would that be a policy number? Yes. Okay, 02596630. Thank you. One moment. There is no record. What is the phone number? Um, 651-404-0853. Thank you. Member's name and date of birth? Your, your name- Uh, Ro- ... and date of birth. I'm, I'm calling for my brother 'cause he's, he's elderly and he's trying to get his daughter... His, it's, um, 11/27/63. Thank you. I have his account effective date February 1st, 2025. Can I have your name? My name is Contina, C-O-N-T-I-N-A. Thank you. What is, um, ha- and how can I assist you, ma'am? Um, he, he needs to find, like, uh, could you provide me with where, uh, does he take his daughter for the dentist? Okay. A list of providers? Sure, I can send you list of provider. May I know if, are you calling to, are you looking for regular dentist or a specialist? Um, a regular dentist. Regular only. Can you give me both? Regular only. But- Is there any way you can send 'em out, like, through my email or something? Yeah, I can send you- Oh. ... the list through email. May I please have the ZIP code first? Uh, 55106. Thank you. The email, where it, what email address, ma'am, wh- you want me to send the list? Okay, it is M-C-A-L-L-I-S-T-E-R, C as in cat, O-N, T as in Tom, I-N-A @gmail. Just looking for an email address. Is M for Mike, C for Charlie, A-L-L-I- Mm-hmm. ... S for Sam, T for Tom, E-R, continua@gmail.com? Yes. Thank you. I have successfully sent the list. Is there anything else? Um, one more question. So, the, these specialists, do they, um... Is it, it, do he, do we have to pay first? Or is, is it some- No, um, it's a discount plan. They should give you a discounted rate at the time of the service. There is no claims or reimbursement for a discount. Oh, it's just discounted? There's no free service anywhere? I mean, uh, no service that this card- If- ... will cover? ... uh, just a discount, ma'am. Oh, so this plan is a discounted? Yes, ma'am. Oh, I thought it was, uh... Okay, well, I haven't received it yet. Anything else? Oh, okay. No, I haven't received it yet. Sometimes it may takes... Okay. Kindly wait, ma'am. You will receive, um, the list within today. Is there anything else? Um, well, while I'm waiting on that list, can you just give me one of the numbers when he calls them? Just one of the places. Sure. Uh-huh, just one moment. Okay. I

have phone number here. The first doctor, Dr. Gregory, you want the phone number? Yes. It is 651- Mm-hmm. ... 7... 788- Mm-hmm. ... 7045. And what's the name of this one? Name of the doctor or the office? The name of the office, the dental office. Dental office named Clear Lakes Dental. Clear Lake? Clear Lakes Dental. So... Okay, now let me... I, I just wanna get this straight. The name of this, the name of this insurance is Carrington? Is that the name of it? C- right, Carrington. Mm-hmm. And it's just discounted? It's through his job, but it's just discounted, right? Right. Oh, wow. See, that's why he thought it was covered, but it's just a discount. Okay. Mm-hmm. Anything else? No, that's it. All right. Thanks for calling. Goodbye. 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 Member Services. Para asistencia en Español, oprima el número nueve. To better assist you, please have your membership or policy ID number available. If you are a healthcare provider, press one. If you would like to sign up or learn more about our health and lifestyle discount plans, press two. If you are a member calling about your current product, press three. All other callers, please press four. To hear these options again, press five. For faster service, you can ac-... For quality assurance and training purposes, this call may be monitored and/or recorded. Thank you for calling Carrington. My name is Clarice. Can I have your name and member ID?

Speaker speaker_2: Okay. Um, member ID, so is it for the APL card?

Speaker speaker_1: For what number? I'm sorry, I didn't hear you.

Speaker speaker_2: I'm trying to see which member ID, uh, which ca- which number am I giving you?

Speaker speaker_1: Uh, the Carrington number ID.

Speaker speaker_2: Oh, okay. Wait. Carrington number ID. Would that be a policy number?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, 02596630.

Speaker speaker_1: Thank you. One moment. There is no record. What is the phone number?

Speaker speaker_2: Um, 651-404-0853.

Speaker speaker_1: Thank you. Member's name and date of birth? Your, your name-

Speaker speaker_2: Uh, Ro-

Speaker speaker_1: ... and date of birth.

Speaker speaker_2: I'm, I'm calling for my brother 'cause he's, he's elderly and he's trying to get his daughter... His, it's, um, 11/27/63.

Speaker speaker_1: Thank you. I have his account effective date February 1st, 2025. Can I have your name?

Speaker speaker_2: My name is Contina, C-O-N-T-I-N-A.

Speaker speaker_1: Thank you. What is, um, ha- and how can I assist you, ma'am?

Speaker speaker_2: Um, he, he needs to find, like, uh, could you provide me with where, uh, does he take his daughter for the dentist?

Speaker speaker_1: Okay. A list of providers? Sure, I can send you list of provider. May I know if, are you calling to, are you looking for regular dentist or a specialist?

Speaker speaker_2: Um, a regular dentist.

Speaker speaker_1: Regular only.

Speaker speaker_2: Can you give me both?

Speaker speaker_1: Regular only. But-

Speaker speaker_2: Is there any way you can send 'em out, like, through my email or something?

Speaker speaker_1: Yeah, I can send you-

Speaker speaker_2: Oh.

Speaker speaker_1: ... the list through email. May I please have the ZIP code first?

Speaker speaker_2: Uh, 55106.

Speaker speaker_1: Thank you. The email, where it, what email address, ma'am, wh- you want me to send the list?

Speaker speaker_2: Okay, it is M-C-A-L-L-I-S-T-E-R, C as in cat, O-N, T as in Tom, I-N-A @gmail.

Speaker speaker_1: Just looking for an email address. Is M for Mike, C for Charlie, A-L-L-I-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... S for Sam, T for Tom, E-R, contina@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. I have successfully sent the list. Is there anything else?

Speaker speaker_2: Um, one more question. So, the, these specialists, do they, um... Is it, it, do he, do we have to pay first? Or is, is it some-

Speaker speaker_1: No, um, it's a discount plan. They should give you a discounted rate at the time of the service. There is no claims or reimbursement for a discount.

Speaker speaker_2: Oh, it's just discounted? There's no free service anywhere? I mean, uh, no service that this card-

Speaker speaker_1: If-

Speaker speaker_2: ... will cover?

Speaker speaker_1: ... uh, just a discount, ma'am.

Speaker speaker_2: Oh, so this plan is a discounted?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, I thought it was, uh... Okay, well, I haven't received it yet.

Speaker speaker_1: Anything else? Oh, okay.

Speaker speaker_2: No, I haven't received it yet.

Speaker speaker_1: Sometimes it may takes... Okay. Kindly wait, ma'am. You will receive, um, the list within today. Is there anything else?

Speaker speaker_2: Um, well, while I'm waiting on that list, can you just give me one of the numbers when he calls them? Just one of the places.

Speaker speaker_1: Sure. Uh-huh, just one moment. Okay. I have phone number here. The first doctor, Dr. Gregory, you want the phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: It is 651-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 7... 788-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 7045.

Speaker speaker_2: And what's the name of this one?

Speaker speaker_1: Name of the doctor or the office?

Speaker speaker_2: The name of the office, the dental office.

Speaker speaker_1: Dental office named Clear Lakes Dental.

Speaker speaker_2: Clear Lake?

Speaker speaker_1: Clear Lakes Dental.

Speaker speaker_2: So... Okay, now let me... I, I just wanna get this straight. The name of this, the name of this insurance is Carrington? Is that the name of it?

Speaker speaker_1: C- right, Carrington.

Speaker speaker_2: Mm-hmm. And it's just discounted? It's through his job, but it's just discounted, right?

Speaker speaker_1: Right.

Speaker speaker_2: Oh, wow. See, that's why he thought it was covered, but it's just a discount. Okay.

Speaker speaker_1: Mm-hmm. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks for calling. Goodbye.

Speaker speaker_2: All right.