

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... this is Pamela speaking. How may I help you? Oh, hi. I was just returning a call. Um, I was trying to sign up for benefits, um, over the weekend. And just, it was a little bit confusing. Mm-hmm. And so, I'm not really sure if I did get myself, um, and my daughter signed up or not. Okay. And what's the staffing agency you work for? It's Creative Circle. Can I have the last four digits of your social, sorry? 6266. 6266. Your first and last name? Autumn Sharp. Ms. Sharp, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Sure. It's, uh, 2270 Northwest Xavier Street, Apartment 229. And Portland, Oregon 97210. And, uh, my birthday is 10/6/75. Thank you for the information. We have a telephone number on file, 503-481-4622. And your email is your first name your last name.mfa@gmail.com? Yep. So, I see. We tried to reach out to you today, but, um, we left a message. Yeah. I see here that you are enrolled in the medical, group accident and critical illness, life insurance, vision, behavioral health and the MEP plan, which is the preventive care for you and your child. Okay. Yeah. And I also- I think that's what I wanted. ... is, and, uh, Ann Olivia Grace Sharp Elliott? Yes. Okay. And the beneficiary they put for your life insurance is Zori Iman Sharp, sibling? Yes. Yes. So, let me... Here. Um, da, da, da, dum. For the critical illness and group accident, for some reason, it requests a beneficiary. Um, do you want me to put the same person, Zori Iman Sharp- Yes. Yes, definitely. All right. Anything else I can do for you? Um, I am trying to figure out, uh, on this benefit thing, um, I'm not seeing who covers... like, what network is in total, the dental under- It's American, American Public Life. That's the name of the company. Oh. Oh, okay, American Public Life. The, um, the carrier. Oh, I see. Under, okay, it's group dental insurance. Okay. And so, for that, uh, let's see. Do I just go on American Public Life to find out who's in network for that? Yes, you could do that. You could c- Well, um, it's also a phone number there for Carrington. That's where you actually find a, a provider. Oh, okay. I don't see a, a phone number for Carrington. Is that in the benefits card? Um- Uh, are you, are you looking at, uh, the PDF file? Yeah. There's a PDF file that says, "Benefits in a Card, Specially Designed for Creative Circle." I, if I'm not mistaken, I think page five, that's where all the, um, the carrier's information is. Let me double check. Oh, yeah. Okay. I do see where it says the APL Group Dental Insurance, um. But I just don't see any phone numbers. APL. Okay, this plan includes Carrington International Corporation's dental network. That's- I guess I can just Google that. ... on the benefits card. Okay. Oh. Um, it's number. Ms. Sharp- Yeah. ... I can provide you with the number if you have a pen. Um- Yeah, that'd be great. You will be able to provide me with your sister, um, date of birth? Oh, yeah. That is, um, 2/7/1978. All right. Thank you for that information. Now, um, for the phone number for Carrington, uh, it's 800-290-0523. Okay. And then for, um... Thank you for that. And then for vision, um, where is that? It's MetLife. Oh,

vision is MetLife. Okay. Um, all right. So, I'll look for MetLife in network. And, um, and then for my primary care doctor, I look under MultiPlan? Yes. Okay. Um, great. I think that is, I think that's what I was, I was looking for. All right. No prob. Anything else I can do for you? I think that's it. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. Thanks. You too. 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

Speaker speaker_2: ... this is Pamela speaking. How may I help you?

Speaker speaker_3: Oh, hi. I was just returning a call. Um, I was trying to sign up for benefits, um, over the weekend. And just, it was a little bit confusing.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: And so, I'm not really sure if I did get myself, um, and my daughter signed up or not.

Speaker speaker_2: Okay. And what's the staffing agency you work for?

Speaker speaker_3: It's Creative Circle.

Speaker speaker_2: Can I have the last four digits of your social, sorry?

Speaker speaker_3: 6266.

Speaker speaker_2: 6266. Your first and last name?

Speaker speaker_3: Autumn Sharp.

Speaker speaker_2: Ms. Sharp, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_3: Sure. It's, uh, 2270 Northwest Xavier Street, Apartment 229. And Portland, Oregon 97210. And, uh, my birthday is 10/6/75.

Speaker speaker_2: Thank you for the information. We have a telephone number on file, 503-481-4622. And your email is your first name your last name.mfa@gmail.com?

Speaker speaker_3: Yep.

Speaker speaker_2: So, I see. We tried to reach out to you today, but, um, we left a message.

Speaker speaker_3: Yeah.

Speaker speaker_2: I see here that you are enrolled in the medical, group accident and critical illness, life insurance, vision, behavioral health and the MEP plan, which is the

preventive care for you and your child.

Speaker speaker_3: Okay. Yeah.

Speaker speaker_2: And I also-

Speaker speaker_3: I think that's what I wanted.

Speaker speaker_2: ... is, and, uh, Ann Olivia Grace Sharp Elliott?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. And the beneficiary they put for your life insurance is Zori Iman Sharp, sibling?

Speaker speaker_3: Yes. Yes.

Speaker speaker_2: So, let me... Here. Um, da, da, da, dum. For the critical illness and group accident, for some reason, it requests a beneficiary. Um, do you want me to put the same person, Zori Iman Sharp-

Speaker speaker_3: Yes. Yes, definitely.

Speaker speaker_2: All right. Anything else I can do for you?

Speaker speaker_3: Um, I am trying to figure out, uh, on this benefit thing, um, I'm not seeing who covers... like, what network is in total, the dental under-

Speaker speaker_2: It's American, American Public Life. That's the name of the company.

Speaker speaker_3: Oh. Oh, okay, American Public Life.

Speaker speaker_2: The, um, the carrier.

Speaker speaker_3: Oh, I see. Under, okay, it's group dental insurance. Okay. And so, for that, uh, let's see. Do I just go on American Public Life to find out who's in network for that?

Speaker speaker_2: Yes, you could do that. You could c- Well, um, it's also a phone number there for Carrington. That's where you actually find a, a provider.

Speaker speaker_3: Oh, okay. I don't see a, a phone number for Carrington. Is that in the benefits card? Um-

Speaker speaker_2: Uh, are you, are you looking at, uh, the PDF file?

Speaker speaker_3: Yeah. There's a PDF file that says, "Benefits in a Card, Specially Designed for Creative Circle."

Speaker speaker_2: I, if I'm not mistaken, I think page five, that's where all the, um, the carrier's information is. Let me double check.

Speaker speaker_3: Oh, yeah. Okay. I do see where it says the APL Group Dental Insurance, um. But I just don't see any phone numbers. APL. Okay, this plan includes Carrington International Corporation's dental network.

Speaker speaker_2: That's-

Speaker speaker_3: I guess I can just Google that.

Speaker speaker_2: ... on the benefits card.

Speaker speaker_3: Okay. Oh.

Speaker speaker_2: Um, it's number. Ms. Sharp-

Speaker speaker_3: Yeah.

Speaker speaker_2: ... I can provide you with the number if you have a pen. Um-

Speaker speaker_3: Yeah, that'd be great.

Speaker speaker_2: You will be able to provide me with your sister, um, date of birth?

Speaker speaker_3: Oh, yeah. That is, um, 2/7/1978.

Speaker speaker_2: All right. Thank you for that information. Now, um, for the phone number for Carrington, uh, it's 800-290-0523.

Speaker speaker_3: Okay. And then for, um... Thank you for that. And then for vision, um, where is that?

Speaker speaker_2: It's MetLife.

Speaker speaker_3: Oh, vision is MetLife. Okay. Um, all right. So, I'll look for MetLife in network. And, um, and then for my primary care doctor, I look under MultiPlan?

Speaker speaker_2: Yes.

Speaker speaker_3: Okay. Um, great. I think that is, I think that's what I was, I was looking for

Speaker speaker_2: All right. No prob. Anything else I can do for you?

Speaker speaker_3: I think that's it. Thank you.

Speaker speaker_2: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_3: Thanks. You too. Bye.