

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Centric Park. This is Pamela speaking. How may I help you? Yes, ma'am. I was calling to, uh, see about my, um, insurance. Um, my name's Courtney Taylor, and this is my first time using this insurance. And who do you work for? Um, I work for, uh, it's called On-Track. Okay. Can I have the last four digits of your social so I can pull up your file? Uh, it's, uh, 4073. First and last name, you said Taylor, and the first name- Yes, ma'am. Courtney, C-O-U-R-T-N-E-Y. Thank you. Mr. Taylor- Yes, ma'am. ... for security reasons and just to make sure we are in the correct file, we need to verify- Yes, ma'am. ... the address and date of birth. My address is 248 East Southwest Parkway, and my date of birth is 11/10/1983. And it's Lewisville, Texas 75067. Thank you for the information. Yes, ma'am. Um, we have a Telus number on file which is- Mm-hmm. ... 901-607-36... 6... Sorry, 5634. Yes, ma'am. We have, and your email is your first name, subtle198332@gmail.com? Yes, ma'am. Great. So, let's see. So I see that your benefits just became effective last week. You should be- Yes, ma'am. ... expecting your ID card sometime since next week. Um, I could check if I have them available. Um, if I, if they are available to me, I could go ahead and email you a temporary one while you wait for the physical card. Yes, ma'am. That would be good because I was trying to, uh, I had a doctor's visit, uh, that I was supposed to attend but I didn't have any information, so I had to try to reschedule until I got, like, information to give to them. I understand. Like, like the member ID and all of this, so, you know, I, I had to postpone. Mm-hmm. No problem. I'm gonna go ahead and put you in a, um, brief hold while I pull out the information. Yes, ma'am. All right. Thank you. All right. All right. Sir? Ma- yes, ma'am. I'm here. Thank you for holding. So- Yes, ma'am. ... the email's coming in from info@benefitscentricard. Check your spam and junk mail. It might go there. Yes, ma'am. I got it. It just came through. Okay, perfect. So your medical card, actually the insurance going to send that to your email. They do not send physical card unless you request it, one. Yes, ma'am. So you... Your dental will arrive to you, um, mailing address. Okay, so my dental will come regular, and you said my health insurance card will come email? Email. It's the same one that I sent you. You could print it if you need to, um- Okay. ... or a physical one could be requested for you. Okay, so let's see. Um... Okay. You have it right, it's in there. BenefitMed plan VIP. Okay. Yeah, this is it. Okay. And here's my dental. Okay, cool. I have a question for you, ma'am. Uh, is, is there any way, since this just started, is there any way to add my, my wife to my insurance? Uh, let me check if you're still under your open enrollment period. Yes, ma'am. Mm. Well, your open enrollment period already passed. You have 30 days, 30 days from the first day you started working. You just, um... Unfortunately, you will have to wait for a company open enrollment. Oh, okay. So I gotta wait for it to roll back around? Yeah. It, they usually do it at, at, in August, mid-August, September. Okay. Thank you, ma'am. All right. I... Anything else I can do for you? No, ma'am.

Th- no, ma'am. That's it. I appreciate that very much. All right. Thank you for giving us a call. Have a great rest of the day. All right. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Centric Park. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. I was calling to, uh, see about my, um, insurance. Um, my name's Courtney Taylor, and this is my first time using this insurance.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Um, I work for, uh, it's called On- Ontrack.

Speaker speaker_1: Okay. Can I have the last four digits of your social so I can pull up your file?

Speaker speaker_2: Uh, it's, uh, 4073.

Speaker speaker_1: First and last name, you said Taylor, and the first name-

Speaker speaker_2: Yes, ma'am. Courtney, C-O-U-R-T-N-E-Y.

Speaker speaker_1: Thank you. Mr. Taylor-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... for security reasons and just to make sure we are in the correct file, we need to verify-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... the address and date of birth.

Speaker speaker_2: My address is 248 East Southwest Parkway, and my date of birth is 11/10/1983. And it's Lewisville, Texas 75067.

Speaker speaker_1: Thank you for the information.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, we have a Telus number on file which is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 901-607-36... 6... Sorry, 5634.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have, and your email is your first name, subtle198332@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Great. So, let's see. So I see that your benefits just became effective last week. You should be-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... expecting your ID card sometime since next week. Um, I could check if I have them available. Um, if I, if they are available to me, I could go ahead and email you a temporary one while you wait for the physical card.

Speaker speaker_2: Yes, ma'am. That would be good because I was trying to, uh, I had a doctor's visit, uh, that I was supposed to attend but I didn't have any information, so I had to try to reschedule until I got, like, information to give to them.

Speaker speaker_1: I understand.

Speaker speaker_2: Like, like the member ID and all of this, so, you know, I, I had to postpone.

Speaker speaker_1: Mm-hmm. No problem. I'm gonna go ahead and put you in a, um, brief hold while I pull out the information.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: All right. All right.

Speaker speaker_1: Sir?

Speaker speaker_2: Ma- yes, ma'am. I'm here.

Speaker speaker_1: Thank you for holding. So-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... the email's coming in from info@benefitscentricard. Check your spam and junk mail. It might go there.

Speaker speaker_2: Yes, ma'am. I got it. It just came through.

Speaker speaker_1: Okay, perfect. So your medical card, actually the insurance going to send that to your email. They do not send physical card unless you request it, one.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So you... Your dental will arrive to you, um, mailing address.

Speaker speaker_2: Okay, so my dental will come regular, and you said my health insurance card will come email?

Speaker speaker_1: Email. It's the same one that I sent you. You could print it if you need to, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... or a physical one could be requested for you.

Speaker speaker_2: Okay, so let's see. Um... Okay.

Speaker speaker_1: You have it right, it's in there.

Speaker speaker_2: BenefitMed plan VIP. Okay. Yeah, this is it. Okay. And here's my dental. Okay, cool. I have a question for you, ma'am. Uh, is, is there any way, since this just started, is there any way to add my, my wife to my insurance?

Speaker speaker_1: Uh, let me check if you're still under your open enrollment period.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Mm. Well, your open enrollment period already passed. You have 30 days, 30 days from the first day you started working. You just, um... Unfortunately, you will have to wait for a company open enrollment.

Speaker speaker_2: Oh, okay. So I gotta wait for it to roll back around?

Speaker speaker_1: Yeah. It, they usually do it at, at, in August, mid-August, September.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you, ma'am.

Speaker speaker_2: All right. I...

Speaker speaker_1: Anything else I can do for you?

Speaker speaker_2: No, ma'am. Th- no, ma'am. That's it. I appreciate that very much.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: All right. You too. Thank you.