

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterCard. This is Pamela speaking. How may I help you? Hi, good morning. I was actually calling, um, because I wanted to check to see the in- my insurance that I have for dental. I wanted to check and see, um, what services that, you know, I get with this plan. Well, who do you work for? HSS. For dental, what they offer is your basic cleaning, check-ups, and an x-ray, one every six months, they will cover 100%. Then you have a 50% deductible, um, I mean, \$50 for- Hold on. I'm sorry. I'm sorry. I'm sorry. I'm sorry. I'm not trying to interrupt you. But when I called not too long ago, uh, last week, I was having issues with them, with people... They, they couldn't tell me that... Okay, so what you're doing now is tell- is giving me a breakdown of where I'm, how I'm covered. And so last week when I called, it was a woman that stated that they couldn't answer those questions because I was active, my insurance is active, but I just got this job, so it just came out of my paycheck, so therefore they told me to call back between Monday and Wednesday just to see if, you know, so they can be able to tell, like actually go on my account and see- It's, it's okay if it's active. Yeah. Yeah, it is active, but they... In order for them to go and look at my policy number, 'cause I was calling because I needed my policy number and everything as well, um, so I could be able to use my insurance today at the dentist. Um, and that's why I just gave it a few days, so it can kick in, um, and they told me to call back so they would be able to give me exact detailed, um, description of what my plan covers. Okay, so I could check if, um, if we have your, um, the policy number generated already in the system. Uh, and I could send you your temporary ID card and I also could tell you what it's cover. Okay. Um, may I have the last four digits of your Social? It's 8344. And you said HSS, right? Mm-hmm. And your first and last name, ma'am? Tamara Yale. Let me see. Now for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. It's, um, 808 Tyler Circle, Apartment C, Tougaloo, Alabama, 35226. And my date of birth, 10/18/91. Thank you for the information. We have a telephone number on file, 205-920-3583. And your email is traiah- Mm-hmm. ... ten@icloud.com? Yes. Okay. So let me check your file. Just... Waiting for the system to pull up the information. Four, four. The ID card's still not generated yet. Um... Just a sec. So, Ms. Wade, I c- um, is there a specific time or timeframe to call you back so I could reach out to the carrier? Because we... The, um, policy is still not showing in our system. If at least I could g- um, get a policy number for you. I'm okay. I want... Yes. Well, I was... I had a- an appointment at 10:00 something this morning, so... I know they were saying about getting... I- it should have been in, it should have been activated by now. It is active. Your benefits are active. But it usually takes up to 72 hours for the whole information to, um, be available to us, like sending you a temporary ID card or giving you a policy number. But it hasn't generated yet in our system, but I will try to, um, reach out to them and- Yeah, they told me it should... Yeah, they

told me it should have been Monday or Tuesday where they could see it now, and they went. So that's why I waited to call. Yes. It's, uh, um... Usually at least the policy number we're able to see it on the same day that it's, um, active. But for some reason, it's not showing in the system, so I wanted... I don't wanna have you on hold, because sometimes it takes a little long, long to reach out to them. So I could give you a call back and provide you with that information. Yeah, that's fine. Okay. So my name is Pamela, again. I will be giving you, as soon as I get, uh, the information, I'll give you a call back, or I could send you an email if I, um, if I'm not able to reach you. Okay, thank you. All right. Thank you, and I'm sorry for the inconvenience. Have a great rest of the day. All right. 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 CenterCard. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, good morning. I was actually calling, um, because I wanted to check to see the in- my insurance that I have for dental. I wanted to check and see, um, what services that, you know, I get with this plan.

Speaker speaker_1: Well, who do you work for?

Speaker speaker_2: HSS.

Speaker speaker_1: For dental, what they offer is your basic cleaning, check-ups, and an x-ray, one every six months, they will cover 100%. Then you have a 50% deductible, um, I mean, \$50 for-

Speaker speaker_2: Hold on. I'm sorry. I'm sorry. I'm sorry. I'm sorry. I'm not trying to interrupt you. But when I called not too long ago, uh, last week, I was having issues with them, with people... They, they couldn't tell me that... Okay, so what you're doing now is tell- is giving me a breakdown of where I'm, how I'm covered. And so last week when I called, it was a woman that stated that they couldn't answer those questions because I was active, my insurance is active, but I just got this job, so it just came out of my paycheck, so therefore they told me to call back between Monday and Wednesday just to see if, you know, so they can be able to tell, like actually go on my account and see-

Speaker speaker_1: It's, it's okay if it's active.

Speaker speaker_2: Yeah. Yeah, it is active, but they... In order for them to go and look at my policy number, 'cause I was calling because I needed my policy number and everything as well, um, so I could be able to use my insurance today at the dentist. Um, and that's why I just gave it a few days, so it can kick in, um, and they told me to call back so they would be able to give me exact detailed, um, description of what my plan covers.

Speaker speaker_1: Okay, so I could check if, um, if we have your, um, the policy number generated already in the system. Uh, and I could send you your temporary ID card and I also

could tell you what it's cover.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, may I have the last four digits of your Social?

Speaker speaker_2: It's 8344.

Speaker speaker_1: And you said HSS, right?

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Tamara Yale.

Speaker speaker_1: Let me see. Now for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: It's, um, 808 Tyler Circle, Apartment C, Tougaloo, Alabama, 35226. And my date of birth, 10/18/91.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 205-920-3583. And your email is tra Leah-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... ten@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let me check your file. Just... Waiting for the system to pull up the information. Four, four. The ID card's still not generated yet. Um... Just a sec. So, Ms. Wade, I c- um, is there a specific time or timeframe to call you back so I could reach out to the carrier? Because we... The, um, policy is still not showing in our system. If at least I could g- um, get a policy number for you.

Speaker speaker_2: I'm okay. I want... Yes. Well, I was... I had a- an appointment at 10:00 something this morning, so... I know they were saying about getting... I- it should have been in, it should have been activated by now.

Speaker speaker_1: It is active. Your benefits are active. But it usually takes up to 72 hours for the whole information to, um, be available to us, like sending you a temporary ID card or giving you a policy number. But it hasn't generated yet in our system, but I will try to, um, reach out to them and-

Speaker speaker_2: Yeah, they told me it should... Yeah, they told me it should have been Monday or Tuesday where they could see it now, and they went. So that's why I waited to call.

Speaker speaker_1: Yes. It's, uh, um... Usually at least the policy number we're able to see it on the same day that it's, um, active. But for some reason, it's not showing in the system, so I wanted... I don't wanna have you on hold, because sometimes it takes a little long, long to reach out to them. So I could give you a call back and provide you with that information.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay. So my name is Pamela, again. I will be giving you, as soon as I get, uh, the information, I'll give you a call back, or I could send you an email if I, um, if I'm not able to reach you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right. Thank you, and I'm sorry for the inconvenience. Have a great rest of the day.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you.