Transcript: Pearl Rojas-4565667848568832-4672169749954560

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does Pleasure speaking with? Hi. Kathleen Chavez. Enriquez with Ms. Chavez? Um, I, my husband works for a company and they recently rolled over to you guys, I believe, just on Monday. And I'm trying to get my daught- my kids to the doctor and I, they won't take the insurance because I guess the old one's inactive. Is there any way that you can give me a plan name, group in, group name and all that? Okay. Are you on the account as well, you said? Yes, I should be. I'm on the thing. Okay. What's the name of the staff? Did you say who he works for? Um, he works for, uh, Superior Skill Training... Okay. The last four digits of his Social? 4279 Ernesto Chavez. Okay. And if you can confirm his address and date of birth? Yes. 8032 North Tarrytown Crossing Drive, Conroe, Texas 77304. And his date of birth is 1/24/92. Okay. May I have his phone number? 979-472-8583? Yes, correct. And I have, his email address is ernestochavez14.ec@icloud.com? Yes, correct. Okay. You guys are active and it is employee plus family. Give me one moment. I'm gonna place you on a brief hold, okay? Okay. Thank you. You don't look safe over there. He said he was just- I'm gonna follow 'em, though. Hold on. Oh, okay. But- Yeah, I want them to... All right. Good. Make sure he comes back. Do it again. There's only one bone? No. There's two. Hey. That hurts, huh? Mm-hmm. He does? Mm-hmm. Is that small something? Why do, why did you pop your bones? I'll find him. Over here. You guys, start down. Hold on. One second. Wait for me. Okay, I'm coming. Thank you. Bye. Thank you. Um, this way. Stop. Thank you so much for holding. Thank you so much for holding, Ms. Chavez. Mm-hmm. Okay, so, uh, s- so with the whole transition your, your guys' coverage was transferred over. We did get, um, matching plans or similar plans. We haven't received, uh, the dependents yet so we're gonna go ahead and add the dependents on. Because you actually became active on Monday, um, the, they are still processing and getting the cards uploaded, I'm gonna put your dependent information- Mm-hmm. ... in the system and manually, um, reach out to my main office so they can get me your, at least your policy numbers. Mm-hmm. Um, and your card should be ready by early next week because I'm barely manually putting it to your, in your dependents. But, um- Mm-hmm. ... I can, I can get you policy numbers within 24 to 48 hours which would be tomorrow or Friday at the latest with the policy numbers. Cards would be processed- Okay. ... um, they should be processed by, all through by the end of the week but, um, it, it should - So I'm gonna have to do self-pay today? ... probably take a little longer. So I'll have to do self-pay today? Yeah, it's 'cause today we don't have any cards in the system yet. They were, they're still transitioning and putting all their information in. Let me see, give me one moment. Mm-hmm. Thank you, papa. All right, give me one moment. Mm-hmm. Those are the ones that we have at our school. Mm-hmm, oh, yeah, the wavy ones? I miss- I miss them both. Just the way you used to be there. Mm-hmm. Did the ant bite? The ant bite. Ah, ah, ah. Shh. - Hello. Hi. Julianne? Yes, ma'am.

Hello. How was work? Did you actually work today? Yes. Yeah? Which one? This one. That one? Okay, good. - district sometimes. You gotta tell her, baby, not me. Okay, well told me. He said you had a really bad day at work. It's because I gave him Tylenol though. Yeah. For a week? No, he wasn't... He's been crying about this for- Yeah. Yes. The doctor just walked in. Sorry, just give me one moment. I'm trying to confirm that information, okay? Yes, no worries. The doctor walked in. Thank you for your time. Okay. Mm-hmm. Okay, while we wait for that, let me actually get your dependent information in the system. What is your name? I'm sorry, you said, um- Kathleen. And that's Kathleen with an- K-A-T-H-L-E-E-N. ... with an- No, Kathleen. ... F or P-H? Oh, Kathleen, sorry. It's Kathleen, K-A-T-H-L-E-E-N. Okay. And your full social? Um, 637-36-1136. Um, I think when he was a baby, he had it before. Can you do the birth? Yeah. 03/03/93. 03/03/93. Okay, so- I think. ... what... So what it- Hold on a second. Um, yes. So what I, what I'm told is that, that you won't have an issue with the doctor's office to verify coverage but they would have to wait until tomorrow to do it because today you'll be, you'll show as not active again because of the process. They're still, um- Okay. ... getting everybody here but if your doctor's office, um, verifies tomorrow your guys' information, there won't be an issue. Yours will come back in the system, okay? Okay. Could I give you a call and come back here in a few minutes? Yeah, of course. We're here, um, until 8:00 PM Eastern Standard Time and then anybody you speak with will be able to update the dependent information and I'm gonna send that email for the policy numbers, um, and I'll give you a call back as soon as they get back. Okay. Thank you so much. No problem. Thank you for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does Pleasure speaking with?

Speaker speaker_1: Hi. Kathleen Chavez.

Speaker speaker_0: Enriquez with Ms. Chavez?

Speaker speaker_1: Um, I, my husband works for a company and they recently rolled over to you guys, I believe, just on Monday. And I'm trying to get my daught- my kids to the doctor and I, they won't take the insurance because I guess the old one's inactive. Is there any way that you can give me a plan name, group in, group name and all that?

Speaker speaker_0: Okay. Are you on the account as well, you said?

Speaker speaker_1: Yes, I should be. I'm on the thing.

Speaker speaker_0: Okay. What's the name of the staff? Did you say who he works for?

Speaker speaker_1: Um, he works for, uh, Superior Skill Training...

Speaker speaker_0: Okay. The last four digits of his Social?

Speaker speaker_1: 4279 Ernesto Chavez.

Speaker speaker_0: Okay. And if you can confirm his address and date of birth?

Speaker speaker_1: Yes. 8032 North Tarrytown Crossing Drive, Conroe, Texas 77304. And his date of birth is 1/24/92.

Speaker speaker_0: Okay. May I have his phone number? 979-472-8583?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And I have, his email address is ernestochavez14.ec@icloud.com?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. You guys are active and it is employee plus family. Give me one moment. I'm gonna place you on a brief hold, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: You don't look safe over there.

Speaker speaker_3: He said he was just-

Speaker speaker_2: I'm gonna follow 'em, though. Hold on.

Speaker speaker_3: Oh, okay. But-

Speaker speaker_4: Yeah, I want them to...

Speaker speaker_3: All right. Good.

Speaker speaker_4: Make sure he comes back.

Speaker speaker_5: Do it again.

Speaker speaker_6: There's only one bone?

Speaker speaker_4: No. There's two.

Speaker speaker_7: Hey. That hurts, huh?

Speaker speaker_4: Mm-hmm.

Speaker speaker_7: He does?

Speaker speaker_4: Mm-hmm.

Speaker speaker_7: Is that small something?

Speaker speaker_8: Why do, why did you pop your bones?

Speaker speaker_2: I'll find him. Over here. You guys, start down.

Speaker speaker_9: Hold on. One second.

Speaker speaker_2: Wait for me. Okay, I'm coming.

Speaker speaker_9: Thank you. Bye.

Speaker speaker_2: Thank you.

Speaker speaker_4: Um, this way. Stop.

Speaker speaker_0: Thank you so much for holding. Thank you so much for holding, Ms. Chavez.

Speaker speaker_10: Mm-hmm.

Speaker speaker_0: Okay, so, uh, s- so with the whole transition your, your guys' coverage was transferred over. We did get, um, matching plans or similar plans. We haven't received, uh, the dependents yet so we're gonna go ahead and add the dependents on. Because you actually became active on Monday, um, the, they are still processing and getting the cards uploaded, I'm gonna put your dependent information-

Speaker speaker_10: Mm-hmm.

Speaker speaker_0: ... in the system and manually, um, reach out to my main office so they can get me your, at least your policy numbers.

Speaker speaker_10: Mm-hmm.

Speaker speaker_0: Um, and your card should be ready by early next week because I'm barely manually putting it to your, in your dependents. But, um-

Speaker speaker_10: Mm-hmm.

Speaker speaker_0: ... I can, I can get you policy numbers within 24 to 48 hours which would be tomorrow or Friday at the latest with the policy numbers. Cards would be processed-

Speaker speaker_10: Okay.

Speaker speaker_0: ... um, they should be processed by, all through by the end of the week but, um, it, it should -

Speaker speaker_10: So I'm gonna have to do self-pay today?

Speaker speaker_0: ... probably take a little longer.

Speaker speaker_10: So I'll have to do self-pay today?

Speaker speaker_0: Yeah, it's 'cause today we don't have any cards in the system yet. They were, they're still transitioning and putting all their information in. Let me see, give me one moment.

Speaker speaker_10: Mm-hmm.

Speaker speaker_11: Thank you, papa.

Speaker speaker_0: All right, give me one moment.

Speaker speaker_10: Mm-hmm.

Speaker speaker_11: Those are the ones that we have at our school.

Speaker speaker_10: Mm-hmm, oh, yeah, the wavy ones?

Speaker speaker_11: I miss- I miss them both. Just the way you used to be there.

Speaker speaker_10: Mm-hmm. Did the ant bite?

Speaker speaker_11: The ant bite. Ah, ah, ah. Shh. -

Speaker speaker_12: Hello.

Speaker speaker_10: Hi.

Speaker speaker_12: Julianne?

Speaker speaker_10: Yes, ma'am.

Speaker speaker_12: Hello. How was work? Did you actually work today?

Speaker speaker_10: Yes.

Speaker speaker_12: Yeah? Which one?

Speaker speaker_10: This one.

Speaker speaker_12: That one? Okay, good. - district sometimes.

Speaker speaker_10: You gotta tell her, baby, not me.

Speaker speaker_12: Okay, well told me. He said you had a really bad day at work.

Speaker speaker_10: It's because I gave him Tylenol though. Yeah.

Speaker speaker_12: For a week?

Speaker speaker_10: No, he wasn't...

Speaker speaker_12: He's been crying about this for-

Speaker speaker_10: Yeah. Yes. The doctor just walked in.

Speaker speaker_0: Sorry, just give me one moment. I'm trying to confirm that information, okay?

Speaker speaker_10: Yes, no worries. The doctor walked in. Thank you for your time.

Speaker speaker_0: Okay.

Speaker speaker_10: Mm-hmm.

Speaker speaker_0: Okay, while we wait for that, let me actually get your dependent information in the system. What is your name? I'm sorry, you said, um-

Speaker speaker_10: Kathleen.

Speaker speaker_0: And that's Kathleen with an-

Speaker speaker_10: K-A-T-H-L-E-E-N.

Speaker speaker_0: ... with an-

Speaker speaker_10: No, Kathleen.

Speaker speaker_0: ... F or P-H? Oh, Kathleen, sorry.

Speaker speaker_10: It's Kathleen, K-A-T-H-L-E-E-N.

Speaker speaker_0: Okay. And your full social?

Speaker speaker_10: Um, 637-36-1136. Um, I think when he was a baby, he had it before.

Speaker speaker_0: Can you do the birth?

Speaker speaker_10: Yeah. 03/03/93.

Speaker speaker_0: 03/03/93. Okay, so-

Speaker speaker_10: I think.

Speaker speaker_0: ... what... So what it-

Speaker speaker_10: Hold on a second.

Speaker speaker_0: Um, yes. So what I, what I'm told is that, that you won't have an issue with the doctor's office to verify coverage but they would have to wait until tomorrow to do it because today you'll be, you'll show as not active again because of the process. They're still, um-

Speaker speaker_10: Okay.

Speaker speaker_0: ... getting everybody here but if your doctor's office, um, verifies tomorrow your guys' information, there won't be an issue. Yours will come back in the system, okay?

Speaker speaker_10: Okay. Could I give you a call and come back here in a few minutes?

Speaker speaker_0: Yeah, of course. We're here, um, until 8:00 PM Eastern Standard Time and then anybody you speak with will be able to update the dependent information and I'm gonna send that email for the policy numbers, um, and I'll give you a call back as soon as they get back.

Speaker speaker_10: Okay. Thank you so much.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_10: You too.