

Transcript: Pearl

Rojas-4670751307382784-4825387209244672

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits Mm-hmm. ... in the Mm-hmm. ... calling. My name is Pearl Hood. Who do I have the pleasure of speaking with? Amber Hall. And how can I assist you? Um, I received a voicemail from a representative about my- Okay. ... benefits selection. Um, so I was calling just to clarify which benefits I have selected. They said that I had selected all of them, but on my end, on the form, it had, um, the word decline under that section, so I thought I was declining all of the ones that I selected. Okay. No worries. I can definitely take a look for you. What is the name of the staff agency you work for? Uh, TRC Staffing. TRC. And then uh, four-digit social? 9772. Hm. All right, I need you to verify your address and date of birth. Hmm. 201 West Montgomery Crossroad Apartment 149, Savannah, Georgia 31406. And, uh, July 17th, 1992. All righty. And I have your phone number as 470-962-1365? Yes. And I have your email address as Amber with a three instead of an e_hall@yahoo.com? Yes. Okay, let's take a look here. Yeah, that was today. 3...12. Amber selected all medical funding offered ... is not prosecuted on the 3...12. That's a bad form. Let's take a look. Okay. Hm. Today. Like, on the form, when I filled it out, um, all of the ones, I know I kind of went like single file down. On the very top row it said decline. So I was assuming if I want to decline those, I need to check under the decline column. Okay. Yeah, 'cause the one, the form that we've just received, it doesn't have, hm-mmm, uh, doesn't have the option no coverage, I choose not to participate selected. It just has all the plans you're wanting. And I get, I see what you mean now. Y- you were selecting under that, that section. Um, but no worries. I'll go ahead and notice your account that you're declining the coverage. They declined you already because you didn't answer, um, and your account was flagged as ineligible. We'd have to do a separate process when this happens. Um, but I will go ahead and notice your account that you're declining the coverage, um, and then just get that in- that ineligible flag taken care of. Do you have any questions? Oh. Uh, no, that was all. All right. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in the

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... calling. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker_1: Amber Hall.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I received a voicemail from a representative about my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... benefits selection. Um, so I was calling just to clarify which benefits I have selected. They said that I had selected all of them, but on my end, on the form, it had, um, the word decline under that section, so I thought I was declining all of the ones that I selected.

Speaker speaker_0: Okay. No worries. I can definitely take a look for you. What is the name of the staff agency you work for?

Speaker speaker_1: Uh, TRC Staffing.

Speaker speaker_0: TRC. And then uh, four-digit social?

Speaker speaker_1: 9772.

Speaker speaker_0: Hm. All right, I need you to verify your address and date of birth. Hmm.

Speaker speaker_1: 201 West Montgomery Crossroad Apartment 149, Savannah, Georgia 31406. And, uh, July 17th, 1992.

Speaker speaker_0: All righty. And I have your phone number as 470-962-1365?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as Amber with a three instead of an e_hall@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let's take a look here. Yeah, that was today. 3...12. Amber selected all medical funding offered ... is not prosecuted on the 3...12. That's a bad form. Let's take a look. Okay. Hm. Today.

Speaker speaker_1: Like, on the form, when I filled it out, um, all of the ones, I know I kind of went like single file down. On the very top row it said decline. So I was assuming if I want to decline those, I need to check under the decline column.

Speaker speaker_0: Okay. Yeah, 'cause the one, the form that we've just received, it doesn't have, hm-mmm, uh, doesn't have the option no coverage, I choose not to participate selected. It just has all the plans you're wanting. And I get, I see what you mean now. Y- you were selecting under that, that section. Um, but no worries. I'll go ahead and notice your account that you're declining the coverage. They declined you already because you didn't answer, um, and your account was flagged as ineligible. We'd have to do a separate process when this

happens. Um, but I will go ahead and notice your account that you're declining the coverage, um, and then just get that in- that ineligible flag taken care of. Do you have any questions?

Speaker speaker_1: Oh. Uh, no, that was all.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.