

## Transcript: Pearl

**Rojas-5493554711314432-4779580604760064**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Cup. My name is Pearl, it's a real pleasure speaking with you. Uh, this is Dalek Swisher. And how can I assist you? It's D-A-L-E-K-S... Uh, go ahead. How can I assist you? What? How can I assist you? Hello? Hello. Oh, my, uh, dental insurance policy is showing that it's been terminated when it shouldn't be 'cause I'm still getting charged for it through my work. So I'm just confused about that because I tried to use it. And... Yeah. Okay. What's the name of the staff agency you work for? Uh, Ruskins in Parkson, Kansas. The name of the agency where you applied? Um, the APL, American Public Life, Carrington Solutions says the coverage is for individual. The group number is 751. Okay. Well, what's the name of the agency where you applied? And you can just call the number that's on the card too. I didn't directly apply. My work would've 'cause it's through my work. What's the name of that agency? It says American Public Life on the card. My work is Ruskins in Parkson, Kansas. Okay. Which I believe are owned by, uh, ADT now, Air Distribution Technologies or something. ADT. And what are the last four... What was that? It cut out. The last four digits of your Social? 6702. Give me one moment. Okay. I don't have an account with your name. Are you sure that's the name of your staff agency, ADT? That's what my work is owned by now. Repeat new... Oh wait, give me one second. Repeat your name and the last four digits of your Social. Dalek R. Swisher. So it's D-A-L-E-K and then S-W-I-S-H-E-R. And the last four of your Social? 6702. I'm not finding an account with that name. How long have you worked with them? Uh, I got enrolled in this policy around January. Mm-hmm. And it... Uh, the lady before from American Public Life said that it shows that the policy was through, uh, this branch or similar and that it was terminated in May. But it's still on my pay stubs, it's being charged for so kind of wondering what's going on with it 'cause I tried to use it to get a wisdom tooth and a molar pulled, that way I can stop getting, you know, abscesses and infections that have put me in the ER twice now. Okay. And the lady from APL said that your, your coverage was terminated? Yeah. Yeah, 'cause with ADT and the last four of your Social, I'm not pulling up an account with you here. Um... Um, is it still under Jostens' control then? Because that was the previous, uh, ownership. They had a buyout not super long ago but they said the benefits packages should all stay the same. Jostens. Okay. Jostens, let's see. Um, I'm not showing coverage through Jostens either. Um... Hmm. Uh, maybe it goes through the Ruskins name then. So R-U-S-K... Uh, R-U-S-K-I-N. No, I don't have any agency with that name. Nope. Hmm. All righty. I'll talk to people at work, I guess. Yeah, I'm sorry. We'll just need to make sure- Sounds like it's not really on you guys. ... on that agency. Yeah, it sounds like it's not really on you guys. Okay, I'm sorry about that. You have a great day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Cup. My name is Pearl, it's a real pleasure speaking with you.

Speaker speaker\_2: Uh, this is Dalek Swisher.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: It's D-A-L-E-K-S... Uh, go ahead.

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: What?

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hello.

Speaker speaker\_2: Oh, my, uh, dental insurance policy is showing that it's been terminated when it shouldn't be 'cause I'm still getting charged for it through my work. So I'm just confused about that because I tried to use it. And... Yeah.

Speaker speaker\_1: Okay. What's the name of the staff agency you work for?

Speaker speaker\_2: Uh, Ruskins in Parkson, Kansas.

Speaker speaker\_1: The name of the agency where you applied?

Speaker speaker\_2: Um, the APL, American Public Life, Carrington Solutions says the coverage is for individual. The group number is 751.

Speaker speaker\_1: Okay. Well, what's the name of the agency where you applied?

Speaker speaker\_2: And you can just call the number that's on the card too. I didn't directly apply. My work would've 'cause it's through my work.

Speaker speaker\_1: What's the name of that agency?

Speaker speaker\_2: It says American Public Life on the card. My work is Ruskins in Parkson, Kansas.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Which I believe are owned by, uh, ADT now, Air Distribution Technologies or something.

Speaker speaker\_1: ADT. And what are the last four...

Speaker speaker\_2: What was that? It cut out.

Speaker speaker\_1: The last four digits of your Social?

Speaker speaker\_2: 6702.

Speaker speaker\_1: Give me one moment. Okay. I don't have an account with your name. Are you sure that's the name of your staff agency, ADT?

Speaker speaker\_2: That's what my work is owned by now.

Speaker speaker\_1: Repeat new... Oh wait, give me one second. Repeat your name and the last four digits of your Social.

Speaker speaker\_2: Dalek R. Swisher. So it's D-A-L-E-K and then S-W-I-S-H-E-R.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 6702.

Speaker speaker\_1: I'm not finding an account with that name. How long have you worked with them?

Speaker speaker\_2: Uh, I got enrolled in this policy around January.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And it... Uh, the lady before from American Public Life said that it shows that the policy was through, uh, this branch or similar and that it was terminated in May. But it's still on my pay stubs, it's being charged for so kind of wondering what's going on with it 'cause I tried to use it to get a wisdom tooth and a molar pulled, that way I can stop getting, you know, abscesses and infections that have put me in the ER twice now.

Speaker speaker\_1: Okay. And the lady from APL said that your, your coverage was terminated?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Yeah, 'cause with ADT and the last four of your Social, I'm not pulling up an account with you here. Um...

Speaker speaker\_2: Um, is it still under Jostens' control then? Because that was the previous, uh, ownership. They had a buyout not super long ago but they said the benefits packages should all stay the same.

Speaker speaker\_1: Jostens. Okay. Jostens, let's see. Um, I'm not showing coverage through Jostens either. Um... Hmm.

Speaker speaker\_2: Uh, maybe it goes through the Ruskins name then. So R-U-S-K... Uh, R-U-S-K-I-N.

Speaker speaker\_1: No, I don't have any agency with that name. Nope. Hmm.

Speaker speaker\_2: All righty. I'll talk to people at work, I guess.

Speaker speaker\_1: Yeah, I'm sorry. We'll just need to make sure-

Speaker speaker\_2: Sounds like it's not really on you guys.

Speaker speaker\_1: ... on that agency.

Speaker speaker\_2: Yeah, it sounds like it's not really on you guys.

Speaker speaker\_1: Okay, I'm sorry about that. You have a great day.

Speaker speaker\_2: You too.