

Transcript: Pearl

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Full Transcript

Hi, your line thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? My name's Theresa Rogers. And how can I assist you? I'm needing to get dental and vision insurance, please. Okay. And what's the name of the staffing agency you work for? I'm sorry? The name of the staffing agency you work for? AccuForce. And the last four digits of your social? I'm sor-, I can't, I can't hear you, honey. The last four digits of your social? 10-50. Okay. And if you can confirm your address and date of birth. 1543 Kaiser Boulevard, Greenville, Tennessee 37745. Okay. And your f-, and your date of birth? 3-5-65. Okay. And I have your phone number as 423-552-2171? Yes. And I have your email address as TRodgers1965@Gmail.com? Yes. And when did you start working with AccuForce? Mm, just a second. I've got, give me a second. I'm gonna look at my calendar. Here we go. Uh, let me check here. Uh, I don't know if it even says on my paper when I started. Ah. You know I have to know that. Um, so was it recently? Was it, has it been more than a month? This is the, my third week. Okay. So c- we currently have two old hire days on file. So before we can enroll you in coverage, we do have to perform what's called an eligibility review, and this is just our agency reaching out to your staff and the agency to make sure you are eligible to enroll in coverage. Okay. Um- This cover-, this process takes about 24 to 48 hours. But as soon as they let me know if you're approved, I'll go ahead and enroll you and then give you a call just to confirm that you were enrolled. And then if you didn't, if you're not eligible to enroll, I'll also give you a call and let you know that you weren't el-, you aren't eligible. I'm calling- And you say you just wanted the vision and dental, correct? Vision and dental, yes, and my husband on it too. Okay. He works for AccuForce too. So did you want to put him on your account with, with the vision and dental tab, just one account? Yes. Or we could have you enrolled in your own accounts? No, I want him on my account too. Okay. So that's gonna be dental and vision for employee plus spouse. Bear with me one moment. All right, give me just one moment. Bear with me one moment, I'm gonna place you on a pre-fault, okay? Okay. All righty, thank you so much for holding. Um, all right, so I'll go ahead and get that information sent over and, um, once they do get a response whether you're eligible or not, I'll give you a call back and we can go from there, okay? Okay. What is your phone number when you call back? I have so many spam calls. Um, it will be the same number you called today. Same phone number? Okay. All right. Thank you, darling. No problem. Thank you so much for calling. You have a great day. You, too.

Conversation Format

Speaker speaker_0: Hi, your line thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: My name's Theresa Rogers.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm needing to get dental and vision insurance, please.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: The name of the staffing agency you work for?

Speaker speaker_1: AccuForce.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: I'm sor-, I can't, I can't hear you, honey.

Speaker speaker_0: The last four digits of your social?

Speaker speaker_1: 10-50.

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

Speaker speaker_1: 1543 Kaiser Boulevard, Greenville, Tennessee 37745.

Speaker speaker_0: Okay. And your f-, and your date of birth?

Speaker speaker_1: 3-5-65.

Speaker speaker_0: Okay. And I have your phone number as 423-552-2171?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as TRodgers1965@Gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And when did you start working with AccuForce?

Speaker speaker_1: Mm, just a second. I've got, give me a second. I'm gonna look at my calendar. Here we go. Uh, let me check here. Uh, I don't know if it even says on my paper when I started. Ah. You know I have to know that.

Speaker speaker_0: Um, so was it recently? Was it, has it been more than a month?

Speaker speaker_1: This is the, my third week.

Speaker speaker_0: Okay. So c- we currently have two old hire days on file. So before we can enroll you in coverage, we do have to perform what's called an eligibility review, and this is just our agency reaching out to your staff and the agency to make sure you are eligible to enroll in coverage.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: This cover-, this process takes about 24 to 48 hours. But as soon as they let me know if you're approved, I'll go ahead and enroll you and then give you a call just to confirm that you were enrolled. And then if you didn't, if you're not eligible to enroll, I'll also give you a call and let you know that you weren't el-, you aren't eligible.

Speaker speaker_1: I'm calling-

Speaker speaker_0: And you say you just wanted the vision and dental, correct?

Speaker speaker_1: Vision and dental, yes, and my husband on it too.

Speaker speaker_0: Okay.

Speaker speaker_1: He works for AccuForce too.

Speaker speaker_0: So did you want to put him on your account with, with the vision and dental tab, just one account?

Speaker speaker_1: Yes.

Speaker speaker_0: Or we could have you enrolled in your own accounts?

Speaker speaker_1: No, I want him on my account too.

Speaker speaker_0: Okay. So that's gonna be dental and vision for employee plus spouse. Bear with me one moment. All right, give me just one moment. Bear with me one moment, I'm gonna place you on a pre-fault, okay?

Speaker speaker_1: Okay.

Speaker speaker_2: All righty, thank you so much for holding. Um, all right, so I'll go ahead and get that information sent over and, um, once they do get a response whether you're eligible or not, I'll give you a call back and we can go from there, okay?

Speaker speaker_3: Okay. What is your phone number when you call back? I have so many spam calls.

Speaker speaker_2: Um, it will be the same number you called today.

Speaker speaker_3: Same phone number? Okay. All right. Thank you, darling.

Speaker speaker_2: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_3: You, too.