

## Transcript: Pearl

**Rojas-6185545514401792-6312822239707136**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling BackInaCard. My name is Pearl. Who did I let know I'm speaking with? Hi, this is Eva Martin. And how can I assist you, Ms. Martin? I'm sorry? How can I assist you? Um, I am calling because I, I reactivated my dental insurance two weeks ago and I don't have the policy number yet. So I called this morning, um, and I spoke with somebody else, um, because I have an appointment today at the dentist and they told me that, um, the policy number is not generated yet, but they have to do it like a manual to generate the policy number. So they said, "Have the dentist call us and we can give them the, the coverage information and all that." So the office called and they were told that the dental plan is not active. So I wanted to check with you because, you know, you guys are deducting the money from my paycheck for the last two weeks. So I just wanted to see what's going on. Okay, let me take a look for you. What's the name of the staffing agency you work for? Hospitality Staffing Solutions. And the last four digits of your social? 7909. All right, I need to confirm your address and date of birth. 3465 Mecca Circle, Orlando, Florida, 32837. Date of birth is April 6th, 1957. Can I have your phone number as 407-417-2409? Yes. Can I have your email address as wintergardenecigs@gmail.com? Yes. Okay, let me take a look real quick there with me. Okay so it looks like the dentist, dental office did call and we did advise you have active coverage. Um, and they were transferred to the carrier just to confirm that what you were going for, um, was covered but they were informed you do have active coverage. They say that they were, they were told that the coverage expired in August. No, I have here that you do have active coverage. Um, your coverage became active last Monday, the 23rd. Yeah. Um, and that I do have that they sent in the request for your cards to be downloaded, um, for your card to be processed manually. Give me one second. Let me see if I can see anything here now. Let's see. Okay, yeah, they're not po- it's not coming up yet. Mm-mm. Um, and they already sent off the request for them to be manually pulled. Um, they, that process usually takes 24 to 48 hours. Um, so the only thing you can do is wait. You, like I said, the dentist office was advised that you have active coverage but I'm not sure why they're telling you that it could ... Can I, um- ... have been inactive. Can I put you on the phone with them? You can have them call us. I can't, um, wait for you to contact them. I don't, we don't know how long it's going to take for the office to answer. Um- I am here at the office at the dentist. Oh, if you'd like, I can speak, I could speak to them. The coverage is active. Okay. Ma'am? Hello? So they're saying that they were, told you that the coverage is active. When she transferred me to the dental department, the dental department says that it was inactive and it was terminated back in August. I have to take what the dental department gives me because that's who pays, not this side. Okay, so ma'am what do you have to say about that? Give me one moment. Let me... Give me one moment.... get out to them and see, um- They told you- ... if they said

anything different because we do have that you're active. Okay. Your name is? Benita. Gotcha.

## 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 BackInaCard. My name is Pearl. Who did I let know I'm speaking with?

Speaker speaker\_2: Hi, this is Eva Martin.

Speaker speaker\_1: And how can I assist you, Ms. Martin?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Um, I am calling because I, I reactivated my dental insurance two weeks ago and I don't have the policy number yet. So I called this morning, um, and I spoke with somebody else, um, because I have an appointment today at the dentist and they told me that, um, the policy number is not generated yet, but they have to do it like a manual to generate the policy number. So they said, "Have the dentist call us and we can give them the, the coverage information and all that." So the office called and they were told that the dental plan is not active. So I wanted to check with you because, you know, you guys are deducting the money from my paycheck for the last two weeks. So I just wanted to see what's going on.

Speaker speaker\_1: Okay, let me take a look for you. What's the name of the staffing agency you work for?

Speaker speaker\_2: Hospitality Staffing Solutions.

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

Speaker speaker\_2: 7909.

Speaker speaker\_1: All right, I need to confirm your address and date of birth.

Speaker speaker\_2: 3465 Mecca Circle, Orlando, Florida, 32837. Date of birth is April 6th, 1957.

Speaker speaker\_1: Can I have your phone number as 407-417-2409?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your email address as wintergardenecigs@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, let me take a look real quick there with me. Okay so it looks like the dentist, dental office did call and we did advise you have active coverage. Um, and they

were transferred to the carrier just to confirm that what you were going for, um, was covered but they were informed you do have active coverage.

Speaker speaker\_2: They say that they were, they were told that the coverage expired in August.

Speaker speaker\_1: No, I have here that you do have active coverage. Um, your coverage became active last Monday, the 23rd.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, and that I do have that they sent in the request for your cards to be downloaded, um, for your card to be processed manually. Give me one second. Let me see if I can see anything here now. Let's see. Okay, yeah, they're not po- it's not coming up yet.

Speaker speaker\_2: Mm-mm.

Speaker speaker\_1: Um, and they already sent off the request for them to be manually pulled. Um, they, that process usually takes 24 to 48 hours. Um, so the only thing you can do is wait. You, like I said, the dentist office was advised that you have active coverage but I'm not sure why they're telling you that it could ...

Speaker speaker\_2: Can I, um-

Speaker speaker\_1: ... have been inactive.

Speaker speaker\_2: Can I put you on the phone with them?

Speaker speaker\_1: You can have them call us. I can't, um, wait for you to contact them. I don't, we don't know how long it's going to take for the office to answer. Um-

Speaker speaker\_2: I am here at the office at the dentist.

Speaker speaker\_1: Oh, if you'd like, I can speak, I could speak to them. The coverage is active.

Speaker speaker\_2: Okay. Ma'am?

Speaker speaker\_3: Hello?

Speaker speaker\_2: So they're saying that they were, told you that the coverage is active.

Speaker speaker\_3: When she transferred me to the dental department, the dental department says that it was inactive and it was terminated back in August. I have to take what the dental department gives me because that's who pays, not this side.

Speaker speaker\_2: Okay, so ma'am what do you have to say about that?

Speaker speaker\_1: Give me one moment. Let me... Give me one moment.... get out to them and see, um-

Speaker speaker\_2: They told you-

Speaker speaker\_1: ... if they said anything different because we do have that you're active.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Your name is?

Speaker speaker\_3: Benita. Gotcha.