

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Bene... What's your situation? Yeah, um, this is... I'm Arlene Hill. And how can I assist you? I'm tryin' to find out, um, I have insurance with y'all and I'm tryin' to find out what all my insurance cover and when do I receive a insurance call? Okay. What's the name of the staff agency you work for? MAU. All right, bear with me one moment. And what are the last four digits of your social? 2329. All right. And if you can verify your address and date of birth? 970 Apple Orchard Road, Clinton, South Carolina 29325. My birthday January 26, 1966. Okay, do I have your phone number as 715-4983? 4983. Can I have your email address as arlenehill6279@yahoo.com? Yes. Okay, so taking a look here, you are enrolled in the MAC stand-alone, which is preventative health, so that plan covers, like, your immunizations, your annual, um, physicals, MSBD screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. You're also enrolled in the insurance list basics, which is your medical, that's gonna cover, um, a, a set dollar amount on certain services of medicals, such as physician's office visits, hospital admission, things like that. Um, and then you have short-term disability, critical illness, and term life, which is your life insurance. Your preventative health cards should have arrived in your mail. You haven't received any of your cards at all? No. No, ma'am, I'm sorry. Okay, I can send both copies to you, to your email if you'd like? Okay. Also do you need to put... Uh, I didn't hear you say my dental. Um, I don't have you down for dental. Okay, so you're supposed to have me down for dental, 'cause I talked to a lady on the phone. On this number? Yes, ma'am. Okay, bear with me one moment. Okay. So I don't have that you added dental back on, but I can still add it. You're still in s- within the timeframe. Would you like me to add that dental on? Yes, ma'am. And I haven't received any cards yet, so that's why I was calling. Okay, so adding that dental, your weekly deductions are gonna go up to \$40.86, okay? Okay. Okay, we'll take one to three weeks for the staff agencies to adjust those deductions, but once they do, the next one that your dental, your dental will be active. And then I can send you copies of your medical and preventative health via email if you'd like. Okay. Is there a way you could send... Are they gonna send me some cards? Um, the medical card is, is originally sent out through email. They don't send out har- hard copies to begin with, but I can request one be sent to you. And then your dental card- Okay. ... will be, your dental card will be active, I mean the, I'm sorry, the dental card will arrive to your residence the end of the week after your first deduction. The new one. Okay. Oh, okay. Is there a way you can send, uh, a physical copy to my email or are you sending some physical cards to my address? Okay, so want the virtual copies and then you want physical to your new residence? Yes, ma'am. Okay. And just confirming, there's no apartment number or lot number to that address? No, ma'am. And it's Apple Orchard Road, correct? Y- yes. Orchard. O-R-C-H-A-R-D, oh, 970. All righty, I'll go ahead and get that, that request then. Is there anything else I can assist you with today? Um, that'll be all. Thank you

so much for calling. You have a great day. Okay, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Bene... What's your situation?

Speaker speaker_1: Yeah, um, this is... I'm Arlene Hill.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm tryin' to find out, um, I have insurance with y'all and I'm tryin' to find out what all my insurance cover and when do I receive a insurance call?

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: All right, bear with me one moment. And what are the last four digits of your social?

Speaker speaker_1: 2329.

Speaker speaker_0: All right. And if you can verify your address and date of birth?

Speaker speaker_1: 970 Apple Orchard Road, Clinton, South Carolina 29325. My birthday January 26, 1966.

Speaker speaker_0: Okay, do I have your phone number as 715-4983?

Speaker speaker_1: 4983.

Speaker speaker_0: Can I have your email address as arlenehill6279@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so taking a look here, you are enrolled in the MAC stand-alone, which is preventative health, so that plan covers, like, your immunizations, your annual, um, physicals, MSBD screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. You're also enrolled in the insurance list basics, which is your medical, that's gonna cover, um, a, a set dollar amount on certain services of medicals, such as physician's office visits, hospital admission, things like that. Um, and then you have short-term disability, critical illness, and term life, which is your life insurance. Your preventative health cards should have arrived in your mail. You haven't received any of your cards at all?

Speaker speaker_1: No. No, ma'am, I'm sorry.

Speaker speaker_0: Okay, I can send both copies to you, to your email if you'd like?

Speaker speaker_1: Okay. Also do you need to put... Uh, I didn't hear you say my dental.

Speaker speaker_0: Um, I don't have you down for dental.

Speaker speaker_1: Okay, so you're supposed to have me down for dental, 'cause I talked to a lady on the phone.

Speaker speaker_0: On this number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, bear with me one moment. Okay. So I don't have that you added dental back on, but I can still add it. You're still in s- within the timeframe. Would you like me to add that dental on?

Speaker speaker_1: Yes, ma'am. And I haven't received any cards yet, so that's why I was calling.

Speaker speaker_0: Okay, so adding that dental, your weekly deductions are gonna go up to \$40.86, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, we'll take one to three weeks for the staff agencies to adjust those deductions, but once they do, the next one that your dental, your dental will be active. And then I can send you copies of your medical and preventative health via email if you'd like.

Speaker speaker_1: Okay. Is there a way you could send... Are they gonna send me some cards?

Speaker speaker_0: Um, the medical card is, is originally sent out through email. They don't send out har- hard copies to begin with, but I can request one be sent to you. And then your dental card-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be, your dental card will be active, I mean the, I'm sorry, the dental card will arrive to your residence the end of the week after your first deduction. The new one.

Speaker speaker_1: Okay. Oh, okay. Is there a way you can send, uh, a physical copy to my email or are you sending some physical cards to my address?

Speaker speaker_0: Okay, so want the virtual copies and then you want physical to your new residence?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And just confirming, there's no apartment number or lot number to that address?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: And it's Apple Orchard Road, correct?

Speaker speaker_1: Y- yes. Orchard. O-R-C-H-A-R-D, oh, 970.

Speaker speaker_0: All righty, I'll go ahead and get that, that request then. Is there anything else I can assist you with today?

Speaker speaker_1: Um, that'll be all.

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

Speaker speaker_1: Okay, thank you. Bye-bye.