

## **Transcript: VICTORIA**

**Taylor-5617448203796480-4956019951878144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Okay. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. I recently, um, started working for AmeriSouth and I guess this is who my in... health insurance will be through. Um, I was just calling to see, um, if they accept my family doctor's office for this insurance. Okay. Are you currently enrolled into Benefits? I guess they enroll me in it ... they were supposed to have been enrolled in it when I, when I signed up, when I applied for the job and got everything situated. Okay. Let me pull up your file. What's the last four of your Social? 6171. And your first and last name? LaToya Penn. Okay. Uh, do you mind verifying your address and date of birth? 290 Dalewood Drive, Bassett, Virginia 24055 and I'm 15/19/87. Okay. And what would be the best phone number for you? 276-806-0210. Okay. Yeah, so I see that you're pending for enrollment. It's not yet active. Um, but to find, uh, providers in-network, you would either need to go onto the website multiplan.com or you can call them and I can give you their phone number. Alrighty. Righty. Uh, so the phone number is gonna be 800-457-1403. Hello? Yes, ma'am. I'm still here. Okay. You... I, I didn't hear the phone number, the first three, um, digits. Phone number is gonna be 800-457- Mm-hmm. ... 1403. 1403. Okay. All right. Thank you so much. So, so the enrollment, I won't be, um, all the way enrolled until... 'cause I start work tomorrow, so is that when, when the enrollment will be all, you know, go all the way through? So it takes... Once you get enrolled, it can take about one to two weeks for the enrollment to be processed through payroll. Okay. The coverage will start the following Monday as your first payroll deduction. Okay. All righty. Thank you so much. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey. I recently, um, started working for AmeriSouth and I guess this is who my in... health insurance will be through. Um, I was just calling to see, um, if they accept my family doctor's office for this insurance.

Speaker speaker\_2: Okay. Are you currently enrolled into Benefits?

Speaker speaker\_1: I guess they enroll me in it ... they were supposed to have been enrolled in it when I, when I signed up, when I applied for the job and got everything situated.

Speaker speaker\_2: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker\_1: 6171.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: LaToya Penn.

Speaker speaker\_2: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: 290 Dalewood Drive, Bassett, Virginia 24055 and I'm 15/19/87.

Speaker speaker\_2: Okay. And what would be the best phone number for you?

Speaker speaker\_1: 276-806-0210.

Speaker speaker\_2: Okay. Yeah, so I see that you're pending for enrollment. It's not yet active. Um, but to find, uh, providers in-network, you would either need to go onto the website [multiplan.com](http://multiplan.com) or you can call them and I can give you their phone number.

Speaker speaker\_1: Alrighty. Righty.

Speaker speaker\_2: Uh, so the phone number is gonna be 800-457-1403.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, ma'am. I'm still here.

Speaker speaker\_1: Okay. You... I, I didn't hear the phone number, the first three, um, digits.

Speaker speaker\_2: Phone number is gonna be 800-457-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 1403.

Speaker speaker\_1: 1403. Okay. All right. Thank you so much. So, so the enrollment, I won't be, um, all the way enrolled until... 'cause I start work tomorrow, so is that when, when the enrollment will be all, you know, go all the way through?

Speaker speaker\_2: So it takes... Once you get enrolled, it can take about one to two weeks for the enrollment to be processed through payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_2: The coverage will start the following Monday as your first payroll deduction.

Speaker speaker\_1: Okay. All righty. Thank you so much.

Speaker speaker\_2: Yes, ma'am. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Thank you. Bye-bye.