

Transcript: VICTORIA

Taylor-5671730715607040-5332152079138816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. That's what's going on. The guy name of the... Yeah, the... Can you find anybody with that company? Hi, this is Victoria. How can I help you? Yes. Uh, my name is Alvin Edwards and I added my wife, uh, Vanessa Rosales. And, uh, she tried to go get her, um, teeth cleaned today, but they said she wasn't... she wasn't on the, um, she wasn't on the policy. Okay. What's the name of the agency you work for? Uh, Adept HR. Okay. And let's see. Do you mind verifying your address and date of birth? 1901 Kingstown Drive, Apartment 61, Savannah, Georgia 31404. Uh, August 26, 1975. Phone number 912-658-5718. No, ma'am. 912-710-2288. I'm sorry. Okay, so 912-710-2288? Yes, ma'am. Okay. And email is a.edwards@madsen.com? Yes, ma'am. Okay. Give me one second. It's one of these buildings, then that building right... Okay. You said she went to the dentist to get a cleaning? Yes. Yes, ma'am. Today. Today? Yes, ma'am. Mm-hmm. Okay. I'm sorry. The phone's breaking up. It was today that she went? Yes, ma'am. She went today. Okay. Yeah, 'cause I'm seeing that the coverage for employee plus spouse started yesterday. Um, and I do see her- Yes. ... listed as a dependent as well. Let me- Yes, ma'am. So when she went to the dentist- Vanessa Rosales, you said? Yes, ma'am. Okay. I'm sorry. You were gonna say something? I didn't mean to cut you off. Yes. Yes. Uh, she went... she went today and, um, and they said she wasn't covered. Well, they... they didn't have her in the system, you know. Okay. Huh. Let me see. Give me one second. Okay. You're empty, right? Just let me... My line right here. I'm sorry. I'm at my phone. I'm at work and trying to talk to you an- and working at the same time. No, you're fine. I'm just checking something. Give me one second. Oh, one source. One source. All right. That's all, sir. Okay. It could be because the, um, the coverage for employee plus spouse just started yesterday. So that could be where this- Okay. ... the discrepancy lies. But, um, I'm definitely gonna escalate this and see what's going on. Um, was she able to- Okay. ... complete the appointment? Did she- Well, she- ... have to pay out of pocket? Well, she... Well, she completed the appointment. I'm not sure if she, uh, she has to, um, bring, you know, a pay slip but, um, 'cause right now I'm at work. everything, except right here, you got to put by yourself. Let me see. Yes, ma'am. Uh, but she... but she is covered, right? Yeah. She should be covered. Okay. Like I said, the... the coverage just started yesterday. So the reason why I was asking is because if she did have to pay out of pocket, make sure that she saves those receipts so that she can later file a claim with the insurance carrier. And what I will do on my end- Okay. ... is I will escalate this so that we can get the carrier up to date with your coverage. Okay. Also, uh, has the, uh, new insurance card been issued out yet? I'm sorry? Have the new insurance cards been issued out yet? I'm sorry. Has- You're asking about the... I'm sorry. Have the new insurance- Our connection's not really that great. Are you asking about the ID card? Yes. Have the new ID cards been issued out yet? I don't believe so. No, sir. With your coverage just becoming active

as of yesterday, it typically takes about seven to 10 business days to get the ID cards. Okay. Yes, sir. So I will go ahead and escalate this and... so we can get the carriers up to date with the coverage and then follow back up with you as soon as possible. Okay, ma'am. All righty. Well, I- If you need help... If you need help- Oh, no, ma'am. That'll be all. with anything else... Okay. Uh, no, ma'am. No, ma'am. That'll be all. All righty. You have a wonderful day. Are you there still? All right. Do you need me to disconnect the call, sir? Uh, yes, ma'am. D- Don't worry. Okay. You have a wonderful day. Okay. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: That's what's going on. The guy name of the... Yeah, the... Can you find anybody with that company?

Speaker speaker_0: Hi, this is Victoria. How can I help you?

Speaker speaker_1: Yes. Uh, my name is Alvin Edwards and I added my wife, uh, Vanessa Rosales. And, uh, she tried to go get her, um, teeth cleaned today, but they said she wasn't... she wasn't on the, um, she wasn't on the policy.

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

Speaker speaker_1: Uh, Adept HR.

Speaker speaker_0: Okay. And let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1901 Kingstown Drive, Apartment 61, Savannah, Georgia 31404. Uh, August 26, 1975.

Speaker speaker_0: Phone number 912-658-5718.

Speaker speaker_1: No, ma'am. 912-710-2288. I'm sorry.

Speaker speaker_0: Okay, so 912-710-2288?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And email is a.edwards@madsen.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: It's one of these buildings, then that building right...

Speaker speaker_0: Okay. You said she went to the dentist to get a cleaning?

Speaker speaker_1: Yes. Yes, ma'am. Today.

Speaker speaker_0: Today?

Speaker speaker_1: Yes, ma'am. Mm-hmm.

Speaker speaker_0: Okay. I'm sorry. The phone's breaking up. It was today that she went?

Speaker speaker_1: Yes, ma'am. She went today.

Speaker speaker_0: Okay. Yeah, 'cause I'm seeing that the coverage for employee plus spouse started yesterday. Um, and I do see her-

Speaker speaker_1: Yes.

Speaker speaker_0: ... listed as a dependent as well. Let me-

Speaker speaker_1: Yes, ma'am. So when she went to the dentist-

Speaker speaker_0: Vanessa Rosales, you said?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'm sorry. You were gonna say something? I didn't mean to cut you off.

Speaker speaker_1: Yes. Yes. Uh, she went... she went today and, um, and they said she wasn't covered. Well, they... they didn't have her in the system, you know.

Speaker speaker_0: Okay. Huh. Let me see. Give me one second.

Speaker speaker_1: Okay. You're empty, right? Just let me... My line right here. I'm sorry. I'm at my phone. I'm at work and trying to talk to you an- and working at the same time.

Speaker speaker_0: No, you're fine. I'm just checking something. Give me one second.

Speaker speaker_2: Oh, one source. One source. All right. That's all, sir.

Speaker speaker_0: Okay. It could be because the, um, the coverage for employee plus spouse just started yesterday. So that could be where this-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the discrepancy lies. But, um, I'm definitely gonna escalate this and see what's going on. Um, was she able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... complete the appointment? Did she-

Speaker speaker_1: Well, she-

Speaker speaker_0: ... have to pay out of pocket?

Speaker speaker_1: Well, she... Well, she completed the appointment. I'm not sure if she, uh, she has to, um, bring, you know, a pay slip but, um, 'cause right now I'm at work. everything, except right here, you got to put by yourself. Let me see. Yes, ma'am. Uh, but she... but she is

covered, right?

Speaker speaker_0: Yeah. She should be covered.

Speaker speaker_1: Okay.

Speaker speaker_0: Like I said, the... the coverage just started yesterday. So the reason why I was asking is because if she did have to pay out of pocket, make sure that she saves those receipts so that she can later file a claim with the insurance carrier. And what I will do on my end-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is I will escalate this so that we can get the carrier up to date with your coverage.

Speaker speaker_1: Okay. Also, uh, has the, uh, new insurance card been issued out yet?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Have the new insurance cards been issued out yet? I'm sorry. Has-

Speaker speaker_0: You're asking about the... I'm sorry.

Speaker speaker_1: Have the new insurance-

Speaker speaker_0: Our connection's not really that great. Are you asking about the ID card?

Speaker speaker_1: Yes. Have the new ID cards been issued out yet?

Speaker speaker_0: I don't believe so. No, sir. With your coverage just becoming active as of yesterday, it typically takes about seven to 10 business days to get the ID cards.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. So I will go ahead and escalate this and... so we can get the carriers up to date with the coverage and then follow back up with you as soon as possible.

Speaker speaker_1: Okay, ma'am.

Speaker speaker_0: All righty.

Speaker speaker_1: Well, I-

Speaker speaker_0: If you need help... If you need help-

Speaker speaker_1: Oh, no, ma'am. That'll be all.

Speaker speaker_0: with anything else... Okay.

Speaker speaker_1: Uh, no, ma'am. No, ma'am. That'll be all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Are you there still? All right.

Speaker speaker_0: Do you need me to disconnect the call, sir?

Speaker speaker_1: Uh, yes, ma'am. D- Don't worry.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Okay. Thank you.