

Transcript: VICTORIA

Taylor-6099408395386880-5799353440485376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hi, Victoria. Um, I keep getting, um, a link to say, uh, sign me up for my benefits. And I did my benefits, I thought I did, but, uh, I'm still having problems trying to find a provider for dental, uh, eye, and, um, regular medical doctor. Can you make sure I, my insurance is current? Okay. Um, what's the name of the agency you work for? Pauline... Oh, the agency is, uh, All Around The Clock, AAC. And the last four of your Social? 8636... And your first and last name. Hello? Yes, I'm here. I'm here. Your first and last name? Um, my first and last name, Pauline Parker. And do you mind verifying your address and date of birth? 5826 West 107th Courtway, Unit 3, Chicago Ridge, Illinois 60415. And did you say my birthday? 2/5/1976. Okay. Uh, phone number 708-465-9426? Correct. Email's gonna be parker257.pp@gmail.com? Yeah. You didn't say slash. You said, uh, 257, correct? Can you repeat that email then? Yep. Yeah, parker257.pp@gmail.com? Correct, mm-hmm. Okay. Um, yes. I see that you're enrolled into dental, vision, and the VIP Plus medical plan, all being for employee only, and it is currently active. And you said it's for what employee only? For the VIP Plus medical plan, the dental and the vision for employee only. Oh, dental and vision. Okay. Yeah, I don't have any kids or anything like that, so that's... It's only me. But, um, for some reason, um, I called you the last week too. This is, like, going on my third-week call-in. There... You guys, somebody sent me a list of different providers for both my vision as well as for dental. I've been calling different places, and they seem to not be in the network. And the young lady said, "Well, this is a current one." I've called, 'cause I wanna see a dentist soon while I'm gonna be on break before the new year, and, um, try to get a, a doctor appointment, dentist appointment, all of those things I wanna try to take care of. And everywhere I'm calling just keeps saying, um, um... They're not, um, a provider. So can I ask you this question? Can you send me one with my ZIP code in there? 'Cause I had got a different one for a ZIP code 60466, but can you send it to my actual home? Not send it to my home, but email it to me, a list of providers in the 60415 area? Okay. So here at Benefits on a Card, we're just your benefits administrators. You would actually need to, um... For dental, you would need to contact Carrington, and they can help you find a provider. We don't have access to that information. I called them and they said they can't... Oh my God, y'all, they keep giving me the runaround because when I called up the actual dentist place, they took down my name and number, and I said, "You guys are on here." That's how I got that dentist place. They called Carrington, and they said they're not on there. So I, I don't... I'm, I'm just... It's really blowing my mind because the actual dentist office called Carrington, which was a list of the name, um, one of the name and number on the list. And they say they no longer with Carrington. So Carrington is the vision. What is, um... I'm sorry. Is it- No, ma'am. Carrington is dental, right? Yeah, Carrington is the network for dental.

Mm-hmm. So that's who you would need to contact to find a provider. Mm-hmm. And I, I did. And I... 'Cause I have the number on the back of the card. Are you calling dental offices or are you calling Carrington? I called Carrington. However, the list that I got from a PDF file, I believe I called your... This number here, and they sent me a list of places, a list of providers. Okay. So we do not do that here. We're just your benefits administrators. Well, then that means it was... That means it was Carrington that sent you that list. And again, that does not count. So at that point, you're gonna... Yeah. So again, you're gonna have to speak to Carrington. They can help you find a provider. We don't have any information on the different providers and network because we're just your benefits administrators. Okay. And then I don't have to update anything because it says, uh, enroll by, um, uh, December 27th, but I'm currently okay if I don't want to change anything, correct? Right. So the open enrollment is just for members who want to make changes to their- Exactly. I just want them to verify. Okay. All right. Well, thank you so much. You're welcome. Do you need the phone number for Carrington? No, I have the card, the, the, the information with me, so I'll print those cards out. So I'll call again and them, but yeah. Thank you so much. You're welcome. You have a wonderful day. All right. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, hi, Victoria. Um, I keep getting, um, a link to say, uh, sign me up for my benefits. And I did my benefits, I thought I did, but, uh, I'm still having problems trying to find a provider for dental, uh, eye, and, um, regular medical doctor. Can you make sure I, my insurance is current?

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Pauline... Oh, the agency is, uh, All Around The Clock, AAC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8636...

Speaker speaker_1: And your first and last name. Hello?

Speaker speaker_2: Yes, I'm here. I'm here.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Um, my first and last name, Pauline Parker.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: 5826 West 107th Courtway, Unit 3, Chicago Ridge, Illinois 60415. And did you say my birthday? 2/5/1976.

Speaker speaker_1: Okay. Uh, phone number 708-465-9426?

Speaker speaker_2: Correct.

Speaker speaker_1: Email's gonna be parker257.pp@gmail.com?

Speaker speaker_2: Yeah. You didn't say slash. You said, uh, 257, correct? Can you repeat that email then?

Speaker speaker_1: Yep. Yeah, parker257.pp@gmail.com?

Speaker speaker_2: Correct, mm-hmm.

Speaker speaker_1: Okay. Um, yes. I see that you're enrolled into dental, vision, and the VIP Plus medical plan, all being for employee only, and it is currently active.

Speaker speaker_2: And you said it's for what employee only?

Speaker speaker_1: For the VIP Plus medical plan, the dental and the vision for employee only.

Speaker speaker_2: Oh, dental and vision. Okay. Yeah, I don't have any kids or anything like that, so that's... It's only me. But, um, for some reason, um, I called you the last week too. This is, like, going on my third-week call-in. There... You guys, somebody sent me a list of different providers for both my vision as well as for dental. I've been calling different places, and they seem to not be in the network. And the young lady said, "Well, this is a current one." I've called, 'cause I wanna see a dentist soon while I'm gonna be on break before the new year, and, um, try to get a, a doctor appointment, dentist appointment, all of those things I wanna try to take care of. And everywhere I'm calling just keeps saying, um, um... They're not, um, a provider. So can I ask you this question? Can you send me one with my ZIP code in there? 'Cause I had got a different one for a ZIP code 60466, but can you send it to my actual home? Not send it to my home, but email it to me, a list of providers in the 60415 area?

Speaker speaker_1: Okay. So here at Benefits on a Card, we're just your benefits administrators. You would actually need to, um... For dental, you would need to contact Carrington, and they can help you find a provider. We don't have access to that information.

Speaker speaker_2: I called them and they said they can't... Oh my God, y'all, they keep giving me the runaround because when I called up the actual dentist place, they took down my name and number, and I said, "You guys are on here." That's how I got that dentist place. They called Carrington, and they said they're not on there. So I, I don't... I'm, I'm just... It's really blowing my mind because the actual dentist office called Carrington, which was a list of the name, um, one of the name and number on the list. And they say they no longer with Carrington. So Carrington is the vision. What is, um... I'm sorry. Is it-

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Carrington is dental, right?

Speaker speaker_1: Yeah, Carrington is the network for dental.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that's who you would need to contact to find a provider.

Speaker speaker_2: Mm-hmm. And I, I did. And I... 'Cause I have the number on the back of the card.

Speaker speaker_1: Are you calling dental offices or are you calling Carrington?

Speaker speaker_2: I called Carrington. However, the list that I got from a PDF file, I believe I called your... This number here, and they sent me a list of places, a list of providers.

Speaker speaker_1: Okay. So we do not do that here. We're just your benefits administrators.

Speaker speaker_2: Well, then that means it was... That means it was Carrington that sent you that list. And again, that does not count.

Speaker speaker_1: So at that point, you're gonna... Yeah. So again, you're gonna have to speak to Carrington. They can help you find a provider. We don't have any information on the different providers and network because we're just your benefits administrators.

Speaker speaker_2: Okay. And then I don't have to update anything because it says, uh, enroll by, um, uh, December 27th, but I'm currently okay if I don't want to change anything, correct?

Speaker speaker_1: Right. So the open enrollment is just for members who want to make changes to their-

Speaker speaker_2: Exactly. I just want them to verify. Okay. All right. Well, thank you so much.

Speaker speaker_1: You're welcome. Do you need the phone number for Carrington?

Speaker speaker_2: No, I have the card, the, the, the information with me, so I'll print those cards out. So I'll call again and them, but yeah. Thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: All right. You too. Bye-bye.

Speaker speaker_1: Bye-bye.