

Transcript: VICTORIA

Taylor-6148712648327168-6402059011801088

Full Transcript

Thank you for calling ... Oh! ... Medical and Dental coverage. How can I help you? Uh, um, yeah, my mom had told me to call 'cause I was wondering, uh, I was trying to take, check to see, uh, why I haven't received my insurance card yet. Okay. Um, what's the name of the agency you work for? On Track. All right. And the last four of your Social? 5254. And your first and last name? Sandra Jefferson. All right. Do you mind verifying your address and date of birth? 1024 Beverly Street, Memphis, Tennessee 38114. 10-17-1973. Phone number 901-558-2336? Yes. And then email is gonna be, uh, C-A-R-L-E-S-H-I-A0@gmail.com? Yes. Okay. Um, so I don't see that you're enrolled into anything with us. Oh, okay. So she pulled it up and checked it for me and she gave me the number. And told me to call you all. Yeah, I... Like I said, I'm not seeing that you're enrolled into anything. Okay. Uh, well, I'll, I'll check, uh, I'll check with them, uh, tomorrow when I get to work. Okay. Do you know, did... What did you even enroll into? Do you remember? Uh, she said it was medical, dental and vision. Hmm. Okay. Do you know, like, what medical plan there is? Which one it was? 'Cause there's multiple we offer. I sure don't. I sure don't. I have to check with her on tomorrow. Okay. Um, one other thing. Do you know how you enrolled? Was it, like, a paper enrollment form or was it, like, online during the onboarding- Yeah. It was a, um, doing a rotation. Uh, she gave us a, it was a paper application. Okay. So here's what I'm gonna suggest. Um, when you do speak with them next, if they... They still should have that enrollment form. Um, have them send that over to us because at the moment, like I said, I don't see that you're enrolled into anything. And, unfortunately, now you're outside of your personal open enrollment period. So, if they can send over the original enrollment form that you filled out during your, um, onboarding, then we can further investigate on why we didn't get that and, you know, possibly see if we can get you enrolled into coverage. Oh! Okay, okay. I'll check with them on tomorrow. Okay. All righty. Okay. Thank- thank you. You're welcome. Have a good day. You too. Bye-bye. And you, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling ...

Speaker speaker_1: Oh!

Speaker speaker_0: ... Medical and Dental coverage. How can I help you?

Speaker speaker_1: Uh, um, yeah, my mom had told me to call 'cause I was wondering, uh, I was trying to take, check to see, uh, why I haven't received my insurance card yet.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: On Track.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 5254.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sandra Jefferson.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1024 Beverly Street, Memphis, Tennessee 38114. 10-17-1973.

Speaker speaker_0: Phone number 901-558-2336?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be, uh, C-A-R-L-E-S-H-I-A0@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I don't see that you're enrolled into anything with us.

Speaker speaker_1: Oh, okay. So she pulled it up and checked it for me and she gave me the number. And told me to call you all.

Speaker speaker_0: Yeah, I... Like I said, I'm not seeing that you're enrolled into anything.

Speaker speaker_1: Okay. Uh, well, I'll, I'll check, uh, I'll check with them, uh, tomorrow when I get to work.

Speaker speaker_0: Okay. Do you know, did... What did you even enroll into? Do you remember?

Speaker speaker_1: Uh, she said it was medical, dental and vision.

Speaker speaker_0: Hmm. Okay. Do you know, like, what medical plan there is? Which one it was? 'Cause there's multiple we offer.

Speaker speaker_1: I sure don't. I sure don't. I have to check with her on tomorrow.

Speaker speaker_0: Okay. Um, one other thing. Do you know how you enrolled? Was it, like, a paper enrollment form or was it, like, online during the onboarding-

Speaker speaker_1: Yeah. It was a, um, doing a rotation. Uh, she gave us a, it was a paper application.

Speaker speaker_0: Okay. So here's what I'm gonna suggest. Um, when you do speak with them next, if they... They still should have that enrollment form. Um, have them send that over to us because at the moment, like I said, I don't see that you're enrolled into anything. And, unfortunately, now you're outside of your personal open enrollment period. So, if they can

send over the original enrollment form that you filled out during your, um, onboarding, then we can further investigate on why we didn't get that and, you know, possibly see if we can get you enrolled into coverage.

Speaker speaker_1: Oh! Okay, okay. I'll check with them on tomorrow.

Speaker speaker_0: Okay. All righty.

Speaker speaker_1: Okay. Thank- thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: And you, bye-bye.