

Transcript: VICTORIA

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Full Transcript

Calling Benefits ... for you. How can I help you? Um, yes, I was calling to update some personal information, and also I'm trying to figure out how this actually works if I need to make an appointment. Okay. Um, what's the name of the agency you work for? Um, Stockwell. It's under BGSS. Okay. And the last four of your Social? 3163. And your first and last name? Ashley Brown. Okay. Do you mind verifying your address and date of birth? Um, it's gonna change. You probably have 4750 Havermoor Lane, Apartment 6110, Dallas, Texas 75287, and date of birth is 07/03/87. Okay. And you said the address needs to be updated? Um, not at this time, not just yet, 'cause I think I can a- I can do it online. But, um, my son's name is spelled wrong. I wanted to correct that information first. Gotcha. Um, just to make sure, phone number is 404-3541? 41. Yes. Okay. And then email is ak_brown3@yahoo.com? Yes. Okay. And let's see. And how s- is it the first name that's, uh, misspelled? Yeah. Okay. It's supposed to be C-A-S-H T-O-N. And they have it spelled... They swapped them. They put it backwards. And last name is Carter? Carter. Mm-hmm. Okay. So just to make sure I got it right, C-A-S-H T-O-N? Yes. And then Amari is A-M-A-R-I C-O-U-L S-O-N? Yes. Okay. Just wanted to make sure that was good, so I went ahead and update, updated both of those. Um... They spelled his name correct on the beneficiary, just not under the dependent tab. Oh. Okay. Just wanted to make sure that was good. Um, and then, what other questions did you have for me? I'm trying to figure out how does it work if I need to make, um, like, an appointment? Um, so it, it varies depending on what you're trying to do. So, uh, for medical, you just need to make sure you see someone that's in the MultiPlan network. Mm-hmm. Um, so you can either go onto multiplan.com or you can call MultiPlan and they can either help you find a provider or verify if your provider's in the network. Um- But what I'm trying to do is go to, like, an urgent care to do a physical for Amari, just, like, a full physical. And I know they're going to ask for, like, a form of insurance or something, and I couldn't find anything. Like, there's not, like, a number on here. Oh, so do you not have your ID card? I don't think... I don't think I've received those. Okay. I'm over here looking, like, "Did I get the ID cards?" So I'm trying to- Well, let me look those up. I can email it to you. Okay. And I'm assuming you did- didn't get the dental or vision ID cards either. Correct. Okay. Give me just a few seconds. Nothing came in the mail and I can't see it. Okay. Okay. So just sent, uh, your medical, dental, and vision. Well, might have to close out my email and restart that. Give me just a few seconds. Okay. Okay. Computer is being very slow today.

Conversation Format

Speaker speaker_0: Calling Benefits ... for you. How can I help you?

Speaker speaker_1: Um, yes, I was calling to update some personal information, and also I'm trying to figure out how this actually works if I need to make an appointment.

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

Speaker speaker_1: Um, Stockwell. It's under BGSS.

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

Speaker speaker_1: 3163.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ashley Brown.

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

Speaker speaker_1: Um, it's gonna change. You probably have 4750 Havermoor Lane, Apartment 6110, Dallas, Texas 75287, and date of birth is 07/03/'87.

Speaker speaker_0: Okay. And you said the address needs to be updated?

Speaker speaker_1: Um, not at this time, not just yet, 'cause I think I can a- I can do it online. But, um, my son's name is spelled wrong. I wanted to correct that information first.

Speaker speaker_0: Gotcha. Um, just to make sure, phone number is 404-3541?

Speaker speaker_1: 41. Yes.

Speaker speaker_0: Okay. And then email is ak_brown3@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And let's see. And how s- is it the first name that's, uh, misspelled?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: It's supposed to be C-A-S-H T-O-N. And they have it spelled... They swapped them. They put it backwards.

Speaker speaker_0: And last name is Carter?

Speaker speaker_1: Carter. Mm-hmm.

Speaker speaker_0: Okay. So just to make sure I got it right, C-A-S-H T-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: And then Amari is A-M-A-R-I C-O-U-L S-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Just wanted to make sure that was good, so I went ahead and update, updated both of those. Um... They spelled his name correct on the beneficiary, just

not under the dependent tab.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Just wanted to make sure that was good. Um, and then, what other questions did you have for me?

Speaker speaker_1: I'm trying to figure out how does it work if I need to make, um, like, an appointment?

Speaker speaker_0: Um, so it, it varies depending on what you're trying to do. So, uh, for medical, you just need to make sure you see someone that's in the MultiPlan network.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so you can either go onto multiplan.com or you can call MultiPlan and they can either help you find a provider or verify if your provider's in the network. Um-

Speaker speaker_1: But what I'm trying to do is go to, like, an urgent care to do a physical for Amari, just, like, a full physical. And I know they're going to ask for, like, a form of insurance or something, and I couldn't find anything. Like, there's not, like, a number on here.

Speaker speaker_0: Oh, so do you not have your ID card?

Speaker speaker_1: I don't think... I don't think I've received those.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm over here looking, like, "Did I get the ID cards?" So I'm trying to-

Speaker speaker_0: Well, let me look those up. I can email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'm assuming you did- didn't get the dental or vision ID cards either.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Give me just a few seconds.

Speaker speaker_1: Nothing came in the mail and I can't see it.

Speaker speaker_0: Okay. Okay. So just sent, uh, your medical, dental, and vision. Well, might have to close out my email and restart that. Give me just a few seconds.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Computer is being very slow today.