

Transcript: Chris Sofield

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Full Transcript

Your call- Maybe. ... may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Russell Rogers? This is he. Hi, Mr. Rogers. My name is Chris. I'm with Benefits and a Card. Um, returning a voicemail that we had received yesterday, um, requesting just some cu- uh, some clarification regarding insurance coverage. Mm-hmm. Um, I was trying to, uh, locate the... uh, locate a file, uh, based on the information that was in your voicemail. Your name, the member number, your phone number, all of that. And unfortunately, I, I wasn't able to find anything. I'm hoping I can get some information from you to try to locate you so y- so maybe we can get some help for you. Um, do you have your coverage through a staffing company? Yeah. I'm, uh... Okay, so with... Is it Americorp? Americorp? Who's the staffing company? American Staff Corp. Ame- American Staff Corp. Okay, American Staff Corp. And what is... Uh, what's the last four numbers? They sent us a copy of the cards this morning because it's got- Oh, you, you- ... Troy's name on it and then it says, "Spouse." Doesn't have my name on it, but it does say, "Spouse." Hmm. Okay, so one moment. Is, uh... So is this, uh... Is this coverage in your spouse's name then? Yes, Troy Barber. Troy Barber. One moment. Should I give you the number on it, on the card? Uh, is that the one w- the 2560078? I'm gonna tell you what exactly what it is. Um, let's see here. Mm-hmm. ID card and it says... Okay, so it says APL. Um. APL is going to be the, uh, carrier. American Public Life. Okay. Insured, Troy Barber. Coverage, employee and spouse. Policy certificate number 02560079. Group number 70086. Okay. So, I know exactly what... So that sounds like that is the, uh, that is the proper ID card for your policy. Um, it's only going to have Troy's name on it, um, just because, uh, it, the policy is under his name. But you're able to use his ID card as h- as his spouse, um, so you- Okay. I... Yeah, I went to the doctor this- Yeah. I went to the doctor this morning, and I'm going to be very honest with you. They, they gave me some trouble with it. So, they said that what they'll do is they'll look at it, but chances are they'll just send the bill to the house for whatever the, the, the cardiology visit was because it doesn't have my name on it. Okay. That is going to have to be a conversation with American Public Life then, because to my knowledge, the only name they put on there is the policy holder's name, and you show up as a dependent on the policy given that it, that it does say employee and spouse. Mm-hmm. So, yeah. Uh, you may need to get in contact with American Public Life directly for that. Their customer service number should be on that ID card. I think what I'm going to do is I think I'm going to wait to see how they handle the billing first. Okay. All right then. Yeah. Uh, if, if you want to do that, that is perfectly fine and up to you. Um, I will say that if there are any questions regarding the bill, um, then APDL are the ones to ask. Because all we are is the enrollment admin for Troy's place of employment for- I- ... American Staff Corp. I, I understand. All right. I'm just making sure. All right, so, uh, but, yeah. We were, we were just trying to... I was just trying to reach out and, and, uh, see how I could help based

off of that voicemail. Uh, were there any other questions you had for me at this time? Nope, that's it. All right. Thanks for taking the time to speak with me, sir. You have a good day. You as well. All right. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Maybe.

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

Speaker speaker_2: Hi, good afternoon. Can I speak with Russell Rogers?

Speaker speaker_1: This is he.

Speaker speaker_2: Hi, Mr. Rogers. My name is Chris. I'm with Benefits and a Card. Um, returning a voicemail that we had received yesterday, um, requesting just some cu- uh, some clarification regarding insurance coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, I was trying to, uh, locate the... uh, locate a file, uh, based on the information that was in your voicemail. Your name, the member number, your phone number, all of that. And unfortunately, I, I wasn't able to find anything. I'm hoping I can get some information from you to try to locate you so y- so maybe we can get some help for you. Um, do you have your coverage through a staffing company?

Speaker speaker_1: Yeah. I'm, uh... Okay, so with... Is it Americorp?

Speaker speaker_2: Americorp?

Speaker speaker_1: Who's the staffing company?

Speaker speaker_3: American Staff Corp.

Speaker speaker_1: Ame- American Staff Corp.

Speaker speaker_2: Okay, American Staff Corp. And what is... Uh, what's the last four numbers?

Speaker speaker_1: They sent us a copy of the cards this morning because it's got-

Speaker speaker_2: Oh, you, you-

Speaker speaker_1: ... Troy's name on it and then it says, "Spouse." Doesn't have my name on it, but it does say, "Spouse."

Speaker speaker_2: Hmm. Okay, so one moment. Is, uh... So is this, uh... Is this coverage in your spouse's name then?

Speaker speaker_1: Yes, Troy Barber.

Speaker speaker_2: Troy Barber. One moment.

Speaker speaker_1: Should I give you the number on it, on the card?

Speaker speaker_2: Uh, is that the one w- the 2560078?

Speaker speaker_1: I'm gonna tell you what exactly what it is. Um, let's see here. Mm-hmm. ID card and it says... Okay, so it says APL. Um.

Speaker speaker_2: APL is going to be the, uh, carrier. American Public Life.

Speaker speaker_1: Okay. Insured, Troy Barber. Coverage, employee and spouse. Policy certificate number 02560079. Group number 70086.

Speaker speaker_2: Okay. So, I know exactly what... So that sounds like that is the, uh, that is the proper ID card for your policy. Um, it's only going to have Troy's name on it, um, just because, uh, it, the policy is under his name. But you're able to use his ID card as h- as his spouse, um, so you-

Speaker speaker_1: Okay. I... Yeah, I went to the doctor this-

Speaker speaker_2: Yeah.

Speaker speaker_1: I went to the doctor this morning, and I'm going to be very honest with you. They, they gave me some trouble with it. So, they said that what they'll do is they'll look at it, but chances are they'll just send the bill to the house for whatever the, the, the cardiology visit was because it doesn't have my name on it.

Speaker speaker_2: Okay. That is going to have to be a conversation with American Public Life then, because to my knowledge, the only name they put on there is the policy holder's name, and you show up as a dependent on the policy given that it, that it does say employee and spouse.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, yeah. Uh, you may need to get in contact with American Public Life directly for that. Their customer service number should be on that ID card.

Speaker speaker_1: I think what I'm going to do is I think I'm going to wait to see how they handle the billing first.

Speaker speaker_2: Okay. All right then. Yeah. Uh, if, if you want to do that, that is perfectly fine and up to you. Um, I will say that if there are any questions regarding the bill, um, then APDL are the ones to ask. Because all we are is the enrollment admin for Troy's place of employment for-

Speaker speaker_1: I-

Speaker speaker_2: ... American Staff Corp.

Speaker speaker_1: I, I understand.

Speaker speaker_2: All right. I'm just making sure. All right, so, uh, but, yeah. We were, we were just trying to... I was just trying to reach out and, and, uh, see how I could help based off of that voicemail. Uh, were there any other questions you had for me at this time?

Speaker speaker_1: Nope, that's it.

Speaker speaker_2: All right. Thanks for taking the time to speak with me, sir. You have a good day.

Speaker speaker_1: You as well.

Speaker speaker_2: All right. Bye.