

## Transcript: Estefania

**Acevedo-4728966112133120-4962482225725440**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, my name's Toni Chambers and I have your insurance through WorkFocus, and I just... I guess I just need the name of your insurance company, so when I give my policy number to the, the place I'm going tomorrow, they will know what insurance company I have. Okay. Um, so, um, we're the healthcare administrators, so I actually have to get in your file, um, to see what plan you have- Uh-huh. ... so that I can give you the name of the carrier 'cause it's not Benefits in a Card. We're just the administrators. But I can look into that. Um, what are the last four of your Social? 1120. And for security purposes, can you please verify the address that we have as well as the date of birth? 212 Hale Street, Mayfield, Kentucky, 42066, 0326, 1983. Okay, 270-727-8593 is your phone number? Yes. And then I have trc7172020@gmail.com. Is that up to date? Yes. Okay, and then, um, so for dental... I don't need the dental, I need the health- Okay. ... which all I have is a policy number. Okay. Right. So for your VIP, for your VIP Standard Plan, the carrier is American Public Life, or APL. American Public... Shit. Sorry. Mm-hmm. Public. Mm-hmm. And then I have their phone number? Yes. Yes, ma'am. All right. Their phone number? It's going to be 800- Mm-hmm. ... 256-8606. 8606. Okay. Mm-hmm. And then, um, the behavioral health one, I don't know if that's the one that the place will have to file on or if it's this one they'll have to file on. So is that the same thing? Behavioral health is virtual. Um, your VIP Standard Plan is a plan that covers, like, doctor visits if sick, hospital visits- Okay. ... if injured, urgent care, emergency room and even some surgeries. So what does the behavioral cover then? Because they told me- Yeah. ... to get that. I go to, to a clinic to Emerald which is a behavioral health center. Give me one second. So, if I'm not mistaken, behavioral health is only virtual. Um, but give me one second. So, benefits provided by Benefits in a Card, virtual behavioral health counseling. Oh, okay. Virtual counseling provides members with confidence. So it's only virtual. Okay. All right. Then, then I don't need that then. Okay. Then I don't even know what... Well, would you like me to- Okay, that's all I was... That's all I needed was the American Public Life 256-8606, right? Mm-hmm. Yep. That's the, the one for your medical area. Okay. And then my, my policy number with them is 259-1626. Uh, I gotta go check. Give me one second. Let me check. Just hold on just- Okay. You're 10 minutes from there. Okay. Thank you for your hou- your hold. Um, so your policy number for your medical plan is 252035- Hold on. Hold on 'cause this is a totally different number than what you gave me. It's 25... I'm sorry. 25... Mm-hmm. It was 25... Mm-hmm. 96-268. 2520? No. Hold on. 259- Okay. 96268. Okay. That's for your hospital indemnity. And then I also have your dental, so that's 259-6268. No. The first one you gave me was 2520 something. Yeah, that's for your dental. 2520357. That's for dental. Okay. And then the one... And then the one that you're, you were calling about was 259-1268. Okay. So that's what I needed. Okay. All right. Thank you. You're welcome. All right. Well, have a good day. Thank you. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, my name's Toni Chambers and I have your insurance through WorkFocus, and I just... I guess I just need the name of your insurance company, so when I give my policy number to the, the place I'm going tomorrow, they will know what insurance company I have.

Speaker speaker\_0: Okay. Um, so, um, we're the healthcare administrators, so I actually have to get in your file, um, to see what plan you have-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... so that I can give you the name of the carrier 'cause it's not Benefits in a Card. We're just the administrators. But I can look into that. Um, what are the last four of your Social?

Speaker speaker\_1: 1120.

Speaker speaker\_0: And for security purposes, can you please verify the address that we have as well as the date of birth?

Speaker speaker\_1: 212 Hale Street, Mayfield, Kentucky, 42066, 0326, 1983.

Speaker speaker\_0: Okay, 270-727-8593 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have trc7172020@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and then, um, so for dental...

Speaker speaker\_1: I don't need the dental, I need the health-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... which all I have is a policy number.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Right.

Speaker speaker\_0: So for your VIP, for your VIP Standard Plan, the carrier is American Public Life, or APL.

Speaker speaker\_1: American Public... Shit. Sorry.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Public.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And then I have their phone number?

Speaker speaker\_0: Yes. Yes, ma'am.

Speaker speaker\_1: All right. Their phone number?

Speaker speaker\_0: It's going to be 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 256-8606.

Speaker speaker\_1: 8606. Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And then, um, the behavioral health one, I don't know if that's the one that the place will have to file on or if it's this one they'll have to file on. So is that the same thing?

Speaker speaker\_0: Behavioral health is virtual. Um, your VIP Standard Plan is a plan that covers, like, doctor visits if sick, hospital visits-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... if injured, urgent care, emergency room and even some surgeries.

Speaker speaker\_1: So what does the behavioral cover then? Because they told me-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... to get that. I go to, to a clinic to Emerald which is a behavioral health center.

Speaker speaker\_0: Give me one second. So, if I'm not mistaken, behavioral health is only virtual. Um, but give me one second. So, benefits provided by Benefits in a Card, virtual behavioral health counseling.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Virtual counseling provides members with confidence. So it's only virtual.

Speaker speaker\_1: Okay. All right. Then, then I don't need that then. Okay. Then I don't even know what...

Speaker speaker\_0: Well, would you like me to-

Speaker speaker\_1: Okay, that's all I was... That's all I needed was the American Public Life 256-8606, right?

Speaker speaker\_0: Mm-hmm. Yep. That's the, the one for your medical area.

Speaker speaker\_1: Okay. And then my, my policy number with them is 259-1626.

Speaker speaker\_0: Uh, I gotta go check. Give me one second. Let me check. Just hold on just-

Speaker speaker\_1: Okay. You're 10 minutes from there.

Speaker speaker\_0: Okay. Thank you for your hou- your hold. Um, so your policy number for your medical plan is 252035-

Speaker speaker\_1: Hold on. Hold on 'cause this is a totally different number than what you gave me. It's 25... I'm sorry. 25...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It was 25...

Speaker speaker\_0: Mm-hmm. 96-268.

Speaker speaker\_1: 2520?

Speaker speaker\_0: No.

Speaker speaker\_1: Hold on.

Speaker speaker\_0: 259-

Speaker speaker\_1: Okay.

Speaker speaker\_0: 96268.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That's for your hospital indemnity. And then I also have your dental, so that's 259-6268.

Speaker speaker\_1: No. The first one you gave me was 2520 something.

Speaker speaker\_0: Yeah, that's for your dental. 2520357. That's for dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then the one... And then the one that you're, you were calling about was 259-1268.

Speaker speaker\_1: Okay. So that's what I needed. Okay. All right. Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: All right. Well, have a good day.

Speaker speaker\_0: Thank you. You too.