

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Francesca. How can I assist you today? What's up? I need some information on, uh, my current insurance. Okay. What staffing company do you work with? Um, Active Force. And what are the last four of your social and your last name, please? Uh, 7701. Okay. And Fender, F-E-N-D-E-R. All right. To make sure we're not a account, can you verify your mailing address for me and date of birth, please? Uh, 30 Deerwood Road, Greenville, Tennessee, and January 30th, 1992. I have the best phone number to reach you then as 423-609-5606? Yes. And I have your email as your first and last name, 1992 at gmail.com? Yes. Okay. So you're currently enrolled into the BAP plan. Um, that is the classic with yourself and spouse included in that plan. That is 38.06 per paycheck. The plan is what they call hospital indemnity only with hospital services. Um, commonly known like your doctor visits, emergency room urgent care or surgeries. However, your current plan does not cover anything preventative. Okay. Um- And it is the middle tier from the three BIP plans being offered, if that helps. Uh, what, uh... I guess my question is, like, what's the, I guess, the name of the insurance? Oh, your carrier is American Public Life. American Public Life? Yes, sir. The insurance is American Public Life. He said the insurance is American Public Life. Yeah. Uh, also, um, I had just, uh, enrolled with the company in November. Do I need to, um, enroll for 2025 coverage now, or is that already covered? No, sir. It automatically rolls it over. It already did it. Uh, so basically what the system's gonna do is just move your current policy of that BIP plan into the 2025 offerings. It'll keep it the same- Oh. ... as it is currently. Okay. Um, and I guess one more thing. Um, I need to know when the insurance cards and stuff will be in. Let's see. So it should have been mailed out, or being sent to your email 'cause it's a digital card, January 3rd. Let me see if I have access to it. So today should have been the day that they put it into this portal. Okay. Um, while I wait for the portal to load, I do wanna say your plan only does a digital copy sent to your email. If you want a hard copy to be sent to your home, I'll have to put a request in there. Do you want me to put the request for you? Uh, yes. Understand. So after today, the physical one should take three to four weeks to get to your address. Okay. All right. Let's see. There we go. Um, so I do have the digital copy. I'm downloading it now to send to your email. Um, it does kind of sound like you're at the doctor's office. If you like, I can give you the policy number if they're waiting on that information. Um, I don't think I need like... You need a policy number or anything like- Uh, okay, thank you. Okay. Uh, I'm ready for that number. All right. It's gonna be 258- 258? ... 2582. Okay. Can you repeat that one more time just to make sure? Yes, sir. It's 258-2582. 258-2582. All right. And then that email went out. It's gonna be sent to you from our office email, which is info at benefits in a card.... dot com, and it will be title ID card. Okay. Is that, uh, being sent now? Yes, sir. It's going to be a PDF file attached to that email. Okay. Oh, okay. Okay, I got it. All

right. Well, is there anything else we can assist you with today? Um... Um, does, does the insurance, uh, for medical cover preexisting conditions? So we wouldn't have that information. You'll have to speak with your carrier to know which preexisting issues are covered under that plan you're currently on, um, which will be American Public Life. Okay. All righty. Well, I guess that's all I needed to know. All right. And then did you need me to transfer you to your carrier for them to answer that preexisting issue question? Um, no, I'll just do it at a later date. Understood. Was there anything else I can assist you with today? Uh, I think that's it. All right. I do hope you have a wonderful rest of your day and enjoy your weekend. All right. Thank you, you too. Thank you, and thank you for calling us today. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, my name is Francesca. How can I assist you today?

Speaker speaker_2: What's up? I need some information on, uh, my current insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, Active Force.

Speaker speaker_1: And what are the last four of your social and your last name, please?

Speaker speaker_2: Uh, 7701.

Speaker speaker_1: Okay.

Speaker speaker_2: And Fender, F-E-N-D-E-R.

Speaker speaker_1: All right. To make sure we're not a account, can you verify your mailing address for me and date of birth, please?

Speaker speaker_2: Uh, 30 Deerwood Road, Greenville, Tennessee, and January 30th, 1992.

Speaker speaker_1: I have the best phone number to reach you then as 423-609-5606?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email as your first and last name, 1992 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're currently enrolled into the BAP plan. Um, that is the classic with yourself and spouse included in that plan. That is 38.06 per paycheck. The plan is what they call hospital indemnity only with hospital services. Um, commonly known like your doctor visits, emergency room urgent care or surgeries. However, your current plan does not cover anything preventative.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: And it is the middle tier from the three BIP plans being offered, if that helps.

Speaker speaker_2: Uh, what, uh... I guess my question is, like, what's the, I guess, the name of the insurance?

Speaker speaker_1: Oh, your carrier is American Public Life.

Speaker speaker_2: American Public Life?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: The insurance is American Public Life.

Speaker speaker_3: He said the insurance is American Public Life. Yeah.

Speaker speaker_2: Uh, also, um, I had just, uh, enrolled with the company in November. Do I need to, um, enroll for 2025 coverage now, or is that already covered?

Speaker speaker_1: No, sir. It automatically rolls it over. It already did it. Uh, so basically what the system's gonna do is just move your current policy of that BIP plan into the 2025 offerings. It'll keep it the same-

Speaker speaker_2: Oh.

Speaker speaker_1: ... as it is currently.

Speaker speaker_2: Okay. Um, and I guess one more thing. Um, I need to know when the insurance cards and stuff will be in.

Speaker speaker_1: Let's see. So it should have been mailed out, or being sent to your email 'cause it's a digital card, January 3rd. Let me see if I have access to it. So today should have been the day that they put it into this portal.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, while I wait for the portal to load, I do wanna say your plan only does a digital copy sent to your email. If you want a hard copy to be sent to your home, I'll have to put a request in there. Do you want me to put the request for you?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Understand. So after today, the physical one should take three to four weeks to get to your address.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Let's see. There we go. Um, so I do have the digital copy. I'm downloading it now to send to your email. Um, it does kind of sound like you're at the doctor's office. If you like, I can give you the policy number if they're waiting on that information.

Speaker speaker_2: Um, I don't think I need like... You need a policy number or anything like-

Speaker speaker_3: Uh, okay, thank you.

Speaker speaker_2: Okay. Uh, I'm ready for that number.

Speaker speaker_1: All right. It's gonna be 258-

Speaker speaker_3: 258?

Speaker speaker_1: ... 2582.

Speaker speaker_2: Okay. Can you repeat that one more time just to make sure?

Speaker speaker_1: Yes, sir. It's 258-2582.

Speaker speaker_2: 258-2582.

Speaker speaker_1: All right. And then that email went out. It's gonna be sent to you from our office email, which is info at benefits in a card.... dot com, and it will be title ID card.

Speaker speaker_2: Okay. Is that, uh, being sent now?

Speaker speaker_1: Yes, sir. It's going to be a PDF file attached to that email.

Speaker speaker_2: Okay. Oh, okay. Okay, I got it.

Speaker speaker_1: All right. Well, is there anything else we can assist you with today?

Speaker speaker_2: Um... Um, does, does the insurance, uh, for medical cover preexisting conditions?

Speaker speaker_1: So we wouldn't have that information. You'll have to speak with your carrier to know which preexisting issues are covered under that plan you're currently on, um, which will be American Public Life.

Speaker speaker_2: Okay. All righty. Well, I guess that's all I needed to know.

Speaker speaker_1: All right. And then did you need me to transfer you to your carrier for them to answer that preexisting issue question?

Speaker speaker_2: Um, no, I'll just do it at a later date.

Speaker speaker_1: Understood. Was there anything else I can assist you with today?

Speaker speaker_2: Uh, I think that's it.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day and enjoy your weekend.

Speaker speaker_2: All right. Thank you, you too.

Speaker speaker_1: Thank you, and thank you for calling us today.

Speaker speaker_2: Thank you.