

Transcript: Francesca

Baez-4603504667181056-5323429153128448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling BenefitInnoCar. My name is Francesca. How can I assist you today? Hi. Uh, I'm looking to just... Okay, actually I do see this right now. I was looking for my- my ID card for my health insurance, and I see you sent it to me in an email. I just want to confirm that it's correct and still valid. Sure, sir. Benefit cards never change. They always stay the same. What staffing company do you work with? Uh, Creative Circle. What are the last four of your Social? Uh, 5331. Last name, please? Uh, it's Grotticelli, G-R-O-T-T-I-C-E-L-L-I. For security purposes, please verify the mailing address and date of birth. Uh, 3700 South Plaza Drive, uh, San Diana H-, Apartment H104. Uh, 92704 is the zip. Um, and then 42994. We have a best number to reach you, 201-270-7729. Yeah. And actually, I found the card I'm looking for, so can I actually just call my doctor back and then call you right back? Um, sure thing, sir. Before anything, what were you gonna give us a call back for? Just, they- they kept saying they didn't have the card, and I see here I had forwarded them the card. So, I just wanted to see what they're missing. Do you want the policy number before you go as well? Yes. It is 285- Okay. ... 5505. And then, this is APL insurance? Yes, sir, American Public Life. American Public Life. Is there any policy, like, uh, info that I have to supply to them? Um, it all depends on the provider office. I think they're more than likely gonna ask you for the claimant's information. On that PDF file or image that you have of your benefit card, it should be to the left. I mean, to the right, sorry. Um, to the right. Okay. Okay, cool. All right, let me give them a quick call and then I'll call you back if needed. Thank you so much. No problem.

Conversation Format

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

Speaker speaker_1: Thank you for calling BenefitInnoCar. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Uh, I'm looking to just... Okay, actually I do see this right now. I was looking for my- my ID card for my health insurance, and I see you sent it to me in an email. I just want to confirm that it's correct and still valid.

Speaker speaker_1: Sure, sir. Benefit cards never change. They always stay the same. What staffing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Uh, 5331.

Speaker speaker_1: Last name, please?

Speaker speaker_2: Uh, it's Grotticelli, G-R-O-T-T-I-C-E-L-L-I.

Speaker speaker_1: For security purposes, please verify the mailing address and date of birth.

Speaker speaker_2: Uh, 3700 South Plaza Drive, uh, San Diana H-, Apartment H104. Uh, 92704 is the zip. Um, and then 42994.

Speaker speaker_1: We have a best number to reach you, 201-270-7729.

Speaker speaker_2: Yeah. And actually, I found the card I'm looking for, so can I actually just call my doctor back and then call you right back?

Speaker speaker_1: Um, sure thing, sir. Before anything, what were you gonna give us a call back for?

Speaker speaker_2: Just, they- they kept saying they didn't have the card, and I see here I had forwarded them the card. So, I just wanted to see what they're missing.

Speaker speaker_1: Do you want the policy number before you go as well?

Speaker speaker_2: Yes.

Speaker speaker_1: It is 285-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 5505.

Speaker speaker_2: And then, this is APL insurance?

Speaker speaker_1: Yes, sir, American Public Life.

Speaker speaker_2: American Public Life. Is there any policy, like, uh, info that I have to supply to them?

Speaker speaker_1: Um, it all depends on the provider office. I think they're more than likely gonna ask you for the claimant's information. On that PDF file or image that you have of your benefit card, it should be to the left. I mean, to the right, sorry. Um, to the right.

Speaker speaker_2: Okay. Okay, cool. All right, let me give them a quick call and then I'll call you back if needed. Thank you so much.

Speaker speaker_1: No problem.