

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling . My name is Francesca. How can I assist you today? Yes, ma'am. I was trying to sign on, 'cause I don't have my benefit card. Um, but when I got it activated and I signed on, it said, "Account disabled. Please contact this number for member services." Okay. And this is a benefit card for health insurance with a staffing company? Yes. What staffing company do you work with? Um, TRC Staffing. What are the last four of your Social? 1678. The last name, please? Cooley. All right. C-O-Y? C-O-O-L-E-Y. Could you please verify your mailing address and date of birth? Sorry, say that again? Could you please verify your mailing address and date of birth? Yes. It's 3403 Rehoboth Church Road, Apartments U and Girl, Greensboro, North Carolina 27406. Date of birth, January 2nd, 1988. We have the best phone number to reach you down as 336-455-6002. Yes. We show your email down as first and last name fraud at gmail.com? Yes. And where was it showing you that the benefit card was inactive? To give us a call. At benefitandcard.com. Benefitandcard.com, yeah. So it could very well be because the Benefits in our Card website is only for when you're trying to enroll into benefits. It's not a portal where it will give you access to your current benefits. You have to go into your carrier's website to get access to that portion of your services. Like TRC, what, website? No, ma'am, your carrier's. So your carrier will be the insurance company that owns the plan that you're currently on, which is American Public Life. Oh, I don't, I don't either. I don't have a card, I don't know what the name of it is or anything. You never got your dental card? I just... I never got anything. So that's why I went on to TRC. They emailed me a enrollment thing, and I used the link to try to log in to something to see what it's called. Um, and I just been paying for it since April. I don't know. Okay, bear with me one moment. Hmm, okay. So I know the medical one wasn't going to arrive because that carrier only does a digital copy on it. I'm unsure why the dental one didn't get to your home, 'cause it shows that it was the same address throughout the whole period that we have had your account with us. Okay. Well... But I can email you a copy. I'm sorry, go ahead. Yeah, 'cause I don't... And I was saying, yeah, 'cause I don't know what the log-on to look at anything. Like, on TRC, I don't see nothing and I ain't know what the log-on to, so... Okay. So I'll send you a copy of both medical and dental benefit cards as a PDF file, since they're going to be digital. That PDF file will have your carrier's website where you'll be able to go and make an account to log in and access your medical benefits from there as well. Okay. Did you need me to put in a request for physical cards to be sent to your address as well? Um, please. And I, I do need, you said you were gonna send one digitally too? Yes, ma'am. I'm gonna send you digital copies to your email. Okay. And then both of your plans don't have any network requirement. Um, however, your carrier does have a network provider for both plans. Uh-huh. So I had to leave their information in there. And then you're good to go to any dentist or medical office, so long as

they do accept American Public Life Insurance. Uh-huh. And then they also- American Public, what? American Public Life. Okay. American Public... They also go by APL. Okay. All right. Well, I got a email. All right. Huh. And then I'm working your mail order. The longest that it should take for you to receive those benefit cards after today should be roughly three to four weeks. If four weeks have already passed and you have not received it, give us a call so we can put in an attached ticket to see what's going on. Okay. For, um, the ones you just sent me was the medical, right? Um, they're actually the medical and the dental. They do look similar- Oh, okay. ... since they're with the same carrier. I see it. Okay, I see how you did it. Okay, got it. Thank you, 'cause I didn't have any idea. Of course. I just knew I needed it, I started paying for it. That was it. So you never saw that benefit card get to the house? Right, I never got that. I know for sure I haven't seen that, so, um, thank you. I just don't... Thank God, but I don't get sick a lot, so, you know, I don't really pay it no attention. But I'm, like, thinking about it, like, "Where is my card?" If I need one. So, yeah. Of course. Let's see. Okay, so you are all set. I sent out your mail order, so you're all good to go. Got it. Was there anything else that we can assist you with today? No, thank you very much. Of course, it was my pleasure. I do hope you have a wonderful rest of your day. Anything that has to do with your health insurance, like any questions, it could be even something not being covered, you can always give us a call. If we don't have the answer to it, we can always guide you to the right department to speak with. Okay, that'll work. Thank you. You're welcome. Bye-bye. Mm-hmm.

Conversation Format

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

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

Speaker speaker_2: Yes, ma'am. I was trying to sign on, 'cause I don't have my benefit card. Um, but when I got it activated and I signed on, it said, "Account disabled. Please contact this number for member services."

Speaker speaker_1: Okay. And this is a benefit card for health insurance with a staffing company?

Speaker speaker_2: Yes.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, TRC Staffing.

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

Speaker speaker_2: 1678.

Speaker speaker_1: The last name, please?

Speaker speaker_2: Cooley.

Speaker speaker_1: All right. C-O-Y?

Speaker speaker_2: C-O-O-L-E-Y.

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: Sorry, say that again?

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: Yes. It's 3403 Rehoboth Church Road, Apartments U and Girl, Greensboro, North Carolina 27406. Date of birth, January 2nd, 1988.

Speaker speaker_1: We have the best phone number to reach you down as 336-455-6002.

Speaker speaker_2: Yes.

Speaker speaker_1: We show your email down as first and last name fraud at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And where was it showing you that the benefit card was inactive? To give us a call.

Speaker speaker_2: At benefitandcard.com. Benefitandcard.com, yeah.

Speaker speaker_1: So it could very well be because the Benefits in our Card website is only for when you're trying to enroll into benefits. It's not a portal where it will give you access to your current benefits. You have to go into your carrier's website to get access to that portion of your services.

Speaker speaker_2: Like TRC, what, website?

Speaker speaker_1: No, ma'am, your carrier's. So your carrier will be the insurance company that owns the plan that you're currently on, which is American Public Life.

Speaker speaker_2: Oh, I don't, I don't either. I don't have a card, I don't know what the name of it is or anything.

Speaker speaker_1: You never got your dental card?

Speaker speaker_2: I just... I never got anything. So that's why I went on to TRC. They emailed me a enrollment thing, and I used the link to try to log in to something to see what it's called. Um, and I just been paying for it since April. I don't know.

Speaker speaker_1: Okay, bear with me one moment. Hmm, okay. So I know the medical one wasn't going to arrive because that carrier only does a digital copy on it. I'm unsure why the dental one didn't get to your home, 'cause it shows that it was the same address throughout the whole period that we have had your account with us.

Speaker speaker_2: Okay. Well...

Speaker speaker_1: But I can email you a copy. I'm sorry, go ahead.

Speaker speaker_2: Yeah, 'cause I don't... And I was saying, yeah, 'cause I don't know what the log-on to look at anything. Like, on TRC, I don't see nothing and I ain't know what the log-on to, so...

Speaker speaker_1: Okay. So I'll send you a copy of both medical and dental benefit cards as a PDF file, since they're going to be digital. That PDF file will have your carrier's website where you'll be able to go and make an account to log in and access your medical benefits from there as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you need me to put in a request for physical cards to be sent to your address as well?

Speaker speaker_2: Um, please. And I, I do need, you said you were gonna send one digitally too?

Speaker speaker_1: Yes, ma'am. I'm gonna send you digital copies to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: And then both of your plans don't have any network requirement. Um, however, your carrier does have a network provider for both plans.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So I had to leave their information in there. And then you're good to go to any dentist or medical office, so long as they do accept American Public Life Insurance.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And then they also-

Speaker speaker_2: American Public, what?

Speaker speaker_1: American Public Life.

Speaker speaker_2: Okay. American Public...

Speaker speaker_1: They also go by APL.

Speaker speaker_2: Okay. All right. Well, I got a email.

Speaker speaker_1: All right.

Speaker speaker_2: Huh.

Speaker speaker_1: And then I'm working your mail order. The longest that it should take for you to receive those benefit cards after today should be roughly three to four weeks. If four weeks have already passed and you have not received it, give us a call so we can put in an attached ticket to see what's going on.

Speaker speaker_2: Okay. For, um, the ones you just sent me was the medical, right?

Speaker speaker_1: Um, they're actually the medical and the dental. They do look similar-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... since they're with the same carrier.

Speaker speaker_2: I see it. Okay, I see how you did it. Okay, got it. Thank you, 'cause I didn't have any idea.

Speaker speaker_1: Of course.

Speaker speaker_2: I just knew I needed it, I started paying for it. That was it.

Speaker speaker_1: So you never saw that benefit card get to the house?

Speaker speaker_2: Right, I never got that. I know for sure I haven't seen that, so, um, thank you. I just don't... Thank God, but I don't get sick a lot, so, you know, I don't really pay it no attention. But I'm, like, thinking about it, like, "Where is my card?" If I need one. So, yeah.

Speaker speaker_1: Of course. Let's see. Okay, so you are all set. I sent out your mail order, so you're all good to go.

Speaker speaker_2: Got it.

Speaker speaker_1: Was there anything else that we can assist you with today?

Speaker speaker_2: No, thank you very much.

Speaker speaker_1: Of course, it was my pleasure. I do hope you have a wonderful rest of your day. Anything that has to do with your health insurance, like any questions, it could be even something not being covered, you can always give us a call. If we don't have the answer to it, we can always guide you to the right department to speak with.

Speaker speaker_2: Okay, that'll work. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Mm-hmm.