

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Um, I am in a dentist office right now, and I need to get my insurance number. Sure thing, sir. Let me locate your account. What staffing company do you work with? Uh, Deer Fishing out of Spirit Lake, Iowa. But, uh, I'm working through Dougherty Staffing. And what are the last four of the social and the last name? Uh, 8504 Noctagal. All right. To make sure that I'm in the right account, can you verify your mailing address and your date of birth for me please? 423 1st Avenue, Little Rock, Iowa, on August 4, 1982. We have your best contact information sent, phone number that you called on, 712-400-0966 with the email of your last name 31@gmail.com? Correct. All right. Let me know when I pull up a policy number for you. Thank you. Of course. Let me know whenever you're ready. Go ahead. It is 260... Okay. ...50099. You broke up. You're gonna have to repeat that. 260... ...5099. Is that it? Yes, sir. And then who's the carrier? American Public Life. American Public Life? Well, that, that's crazy. I don't... Let me see what I got here. All right. No, I don't have... Is that Carrington? So Carrington is the company that has the network list. They're the ones that can help you locate carriers around the area... I mean, providers around the area that take your carrier. But the actual carrier and owner of your dental plan is American Public Life. Yeah, they said they, they don't ex- they don't have this on file, it says. And they can't use it. I don't know. They're... They said they won't use it to pay for anything. I'm sorry, your provider office or American Public Life? I'm sorry. No, my... The... I'm at the dentist right now. They just said they don't accept his insurance. Okay. Then you'll have to go to a different dentist unfortunately, sir. But, yeah, but this is an oral surgeon, though. I understand. It's been provided- And I'm paying for it. I don't even know how I got signed up. I didn't sign anything to get signed up. You're signed up due to a court order. To what? Due to a court order. Oh, yeah, but I'm not- So your current benefits are court mandated. Oh, so I can just call and cancel them. You cannot. You will need the court to approve a cancellation- Oh, just- ...and then the proper documentation. Oh. So then I just have to quit, then, pretty much. So how do I find out... Because this here says, "Employee and child group voluntary dental." I mean, why, why is it not being accepted? I mean, it's an insurance. I'm paying for it. So with all insurance in general, if your specific doctor is not accepting the company itself, that is something up to your doctor's discretion. If you want to know whether or not your specific services are just not covered under your current plan, you'll have to reach with American Public Life and let them know what type of services you came into that office for specifically. But unfortunately, if your dentist is not accepting your insurance, there isn't anything we can do about it. All right. Well, so, uh... I'm trying to think here. All right. Yeah. I think I'm just gonna have to quit this job, because there's no reason I should have to pay for dental anyway. But all right. Well, sounds good. Thank you. Have a great day. I apologize that I was not able to assist you further.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I am in a dentist office right now, and I need to get my insurance number.

Speaker speaker_0: Sure thing, sir. Let me locate your account. What staffing company do you work with?

Speaker speaker_1: Uh, Deer Fishing out of Spirit Lake, Iowa. But, uh, I'm working through Dougherty Staffing.

Speaker speaker_0: And what are the last four of the social and the last name?

Speaker speaker_1: Uh, 8504 Noctagal.

Speaker speaker_0: All right. To make sure that I'm in the right account, can you verify your mailing address and your date of birth for me please?

Speaker speaker_1: 423 1st Avenue, Little Rock, Iowa, on August 4, 1982.

Speaker speaker_0: We have your best contact information sent, phone number that you called on, 712-400-0966 with the email of your last name 31@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Let me know when I pull up a policy number for you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. Let me know whenever you're ready.

Speaker speaker_1: Go ahead.

Speaker speaker_0: It is 260...

Speaker speaker_1: Okay.

Speaker speaker_0: ...50099.

Speaker speaker_1: You broke up. You're gonna have to repeat that. 260...

Speaker speaker_0: ...5099.

Speaker speaker_1: Is that it?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And then who's the carrier?

Speaker speaker_0: American Public Life.

Speaker speaker_1: American Public Life? Well, that, that's crazy. I don't... Let me see what I got here. All right. No, I don't have... Is that Carrington?

Speaker speaker_0: So Carrington is the company that has the network list. They're the ones that can help you locate carriers around the area... I mean, providers around the area that take your carrier. But the actual carrier and owner of your dental plan is American Public Life.

Speaker speaker_1: Yeah, they said they, they don't ex- they don't have this on file, it says. And they can't use it. I don't know. They're... They said they won't use it to pay for anything.

Speaker speaker_0: I'm sorry, your provider office or American Public Life? I'm sorry.

Speaker speaker_1: No, my... The... I'm at the dentist right now. They just said they don't accept his insurance.

Speaker speaker_0: Okay. Then you'll have to go to a different dentist unfortunately, sir.

Speaker speaker_1: But, yeah, but this is an oral surgeon, though.

Speaker speaker_0: I understand. It's been provided-

Speaker speaker_1: And I'm paying for it. I don't even know how I got signed up. I didn't sign anything to get signed up.

Speaker speaker_0: You're signed up due to a court order.

Speaker speaker_1: To what?

Speaker speaker_0: Due to a court order.

Speaker speaker_1: Oh, yeah, but I'm not-

Speaker speaker_0: So your current benefits are court mandated.

Speaker speaker_1: Oh, so I can just call and cancel them.

Speaker speaker_0: You cannot. You will need the court to approve a cancellation-

Speaker speaker_1: Oh, just-

Speaker speaker_0: ...and then the proper documentation.

Speaker speaker_1: Oh. So then I just have to quit, then, pretty much. So how do I find out... Because this here says, "Employee and child group voluntary dental." I mean, why, why is it not being accepted? I mean, it's an insurance. I'm paying for it.

Speaker speaker_0: So with all insurance in general, if your specific doctor is not accepting the company itself, that is something up to your doctor's discretion. If you want to know whether or not your specific services are just not covered under your current plan, you'll have to reach with American Public Life and let them know what type of services you came into that office for specifically. But unfortunately, if your dentist is not accepting your insurance, there isn't anything we can do about it.

Speaker speaker_1: All right. Well, so, uh... I'm trying to think here. All right. Yeah. I think I'm just gonna have to quit this job, because there's no reason I should have to pay for dental anyway. But all right. Well, sounds good. Thank you.

Speaker speaker_0: Have a great day. I apologize that I was not able to assist you further.