

## Transcript: Francesca

**Baez-5448594914492416-4966908527329280**

### 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? Hi, Francesca. My name's Latonia Pointe and I'm a past employee for Ca- Care Builders At Home here in Louisville, Kentucky. And I had, um, dental insurance through Benefits in a Card and I basically need to know my member ID and everything due to the fact that I have a outstanding dental bill in which I had, you know, dental insurance but they never received it from me and I stopped working for Care Builders At Home in, uh, May of this year. So, I needed, like, the billing information and my member ID number to be able to forward to my dentist. Sure thing. What are the last four of your Social? 4820. Okay. For security purposes, could you please verify your mailing address and your date of birth? Well, my address was 1501, uh, it was in Jeffersonville, Indiana, but now it's 500 Beecher Street in Louisville, Kentucky 40215. Okay. Do you remember what the old address was? That's the one that we have on the system when I looked at it. It was 1501 East... I think it was 1501 East Eighth Street. I'm kinda, like, lost too. I, I've, I've moved a couple of times since then. But it was fi- I, I'm, I'm thinking it was 1501 East Eighth Street in, um, uh, Jeffersonville, Indiana, Apartment Six. All right. May I have the best contact number, 502-277-7987? No, that's changed also. The contact number now is 502-338-9736. And I have your email down as lewislatonia39@gmail.com. That's wrong. That's old word too. I'm sorry. It's now pointelatonia7@gmail.com. I'm sorry. I've been a victim of, uh, identity theft and a whole lot of stuff has changed for me. Oh, it's okay. Don't worry about it. And you did say it was your first name number seven @gmail.com? Pointelatonia point number seven @gmail.com. They have your last name with an S at the end. Is it gonna have the S in the email- Yes. ... as well? Okay. Yes. Okay. And then what I'm gonna do now, um, since the policy was previously active but is not currently active, I'm gonna see if I have access to it from the portal side. Okay. Um, to be able to gain access to it. If not, I might have to request for the front office or see if we do have access to that. Bear with me one moment. Okay. I'm gonna place you in that quick hold while I look on it, okay? All right. Thank you. Thank you. Please hold. Thank you so much for holding, Ms. Pointe. Yes. Okay. So I did see that we don't have access to it on my end and I verified with my coworkers. So, you actually have to get that information from your actual carrier, um, the actual insurance company that you had the policy with, which would be- Okay, I- ... American Public Life. American Public Life? Mm-hmm. I have their phone number if you'd like to write it down. Okay. Before I close the deal. Go ahead. 800- I'm writing. 800- 256- 256. 8606. 8606. Okay. Well, okay then. Thank you very much. Of course, and then bear with me one moment while I get you transferred. All right.

## 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: Hi, Francesca. My name's Latonia Pointe and I'm a past employee for Ca- Care Builders At Home here in Louisville, Kentucky. And I had, um, dental insurance through Benefits in a Card and I basically need to know my member ID and everything due to the fact that I have a outstanding dental bill in which I had, you know, dental insurance but they never received it from me and I stopped working for Care Builders At Home in, uh, May of this year. So, I needed, like, the billing information and my member ID number to be able to forward to my dentist.

Speaker speaker\_1: Sure thing. What are the last four of your Social?

Speaker speaker\_2: 4820.

Speaker speaker\_4: Okay.

Speaker speaker\_1: For security purposes, could you please verify your mailing address and your date of birth?

Speaker speaker\_2: Well, my address was 1501, uh, it was in Jeffersonville, Indiana, but now it's 500 Beecher Street in Louisville, Kentucky 40215.

Speaker speaker\_1: Okay. Do you remember what the old address was? That's the one that we have on the system when I looked at it.

Speaker speaker\_2: It was 1501 East... I think it was 1501 East Eighth Street. I'm kinda, like, lost too. I, I've, I've moved a couple of times since then. But it was fi- I, I'm, I'm thinking it was 1501 East Eighth Street in, um, uh, Jeffersonville, Indiana, Apartment Six.

Speaker speaker\_1: All right. May I have the best contact number, 502-277-7987?

Speaker speaker\_2: No, that's changed also. The contact number now is 502-338-9736.

Speaker speaker\_1: And I have your email down as lewislatonia39@gmail.com.

Speaker speaker\_2: That's wrong. That's old word too. I'm sorry. It's now pointelatonia7@gmail.com. I'm sorry. I've been a victim of, uh, identity theft and a whole lot of stuff has changed for me.

Speaker speaker\_1: Oh, it's okay. Don't worry about it. And you did say it was your first name number seven @gmail.com?

Speaker speaker\_2: Pointelatonia point number seven @gmail.com.

Speaker speaker\_1: They have your last name with an S at the end. Is it gonna have the S in the email-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... as well? Okay.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then what I'm gonna do now, um, since the policy was previously active but is not currently active, I'm gonna see if I have access to it from the portal side.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, to be able to gain access to it. If not, I might have to request for the front office or see if we do have access to that. Bear with me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I'm gonna place you in that quick hold while I look on it, okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you. Please hold. Thank you so much for holding, Ms. Pointe.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I did see that we don't have access to it on my end and I verified with my coworkers. So, you actually have to get that information from your actual carrier, um, the actual insurance company that you had the policy with, which would be-

Speaker speaker\_2: Okay, I-

Speaker speaker\_1: ... American Public Life.

Speaker speaker\_2: American Public Life?

Speaker speaker\_1: Mm-hmm. I have their phone number if you'd like to write it down.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Before I close the deal.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: 800-

Speaker speaker\_2: I'm writing. 800-

Speaker speaker\_1: 256-

Speaker speaker\_2: 256.

Speaker speaker\_1: 8606.

Speaker speaker\_2: 8606. Okay. Well, okay then. Thank you very much.

Speaker speaker\_1: Of course, and then bear with me one moment while I get you transferred.

Speaker speaker\_2: All right.