

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits InterCard. My name is Francesca. How can I assist you today? Hi. I wanted to check in on who my lab provider is. So we're the account administrators for the health benefits of the stopping company's offer. The only thing that we have access to is who your carrier are. As far as providers go, to our understanding, you have to look for your own doctor. Okay. If your doctor has provided you or orders some lab work to be done with a specific facility, you'll have to speak with your doctor to know who the lab provider is. I guess what I'm asking is do you know if lab work gets covered or who should I speak to about that? I'll have to see who your carrier is and transfer you to them. What stopping company do you work with? Oh, okay. Um, Creative Circle. What are the last four of your Social? 2182. And the last name, please. Van Dyke. Please verify your mailing address and date of birth to make sure I have the right account. 25 Grand Street, Apartment 105, Norwalk, Connecticut 06851. Um, 31782. We have best contact name, phone number you call on, 203-572-2499 with the email of first name period last name at gmail.com? That is it. So you do have two carriers. One of them is for your hospital indemnity services and the other ones will be for preventative. American Public Life is the usual one that you'll be using. However, if your lab work is for preventative reasons, then it won't be covered by them. It will be by 90 Degree. So then are you... You are 90 Degrees, are you not? No, ma'am. Once again, you call Benefits InterCard, the administrators. 90 Degree will be the carrier. If you did call that 800-833-4296 number and got us, it could be that you pressed on the wrong prompt. Okay, that sounds good. So then which prompt should I press? Because I did call that number. So what we usually do is press prompt number one and then a 90 Degree rep is usually the one that picks up after you've used option one. Okay, that sounds great. Um, thank you so much. Of course. Would you like me to get you transferred over? That would be great. Great. Bear with me one moment. Thank you. My pleasure. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi. I wanted to check in on who my lab provider is.

Speaker speaker_0: So we're the account administrators for the health benefits of the stopping company's offer. The only thing that we have access to is who your carrier are. As far as providers go, to our understanding, you have to look for your own doctor.

Speaker speaker_1: Okay.

Speaker speaker_0: If your doctor has provided you or orders some lab work to be done with a specific facility, you'll have to speak with your doctor to know who the lab provider is.

Speaker speaker_1: I guess what I'm asking is do you know if lab work gets covered or who should I speak to about that?

Speaker speaker_0: I'll have to see who your carrier is and transfer you to them. What stopping company do you work with?

Speaker speaker_1: Oh, okay. Um, Creative Circle.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 2182.

Speaker speaker_0: And the last name, please.

Speaker speaker_1: Van Dyke.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker_1: 25 Grand Street, Apartment 105, Norwalk, Connecticut 06851. Um, 31782.

Speaker speaker_0: We have best contact name, phone number you call on, 203-572-2499 with the email of first name period last name at gmail.com?

Speaker speaker_1: That is it.

Speaker speaker_0: So you do have two carriers. One of them is for your hospital indemnity services and the other ones will be for preventative. American Public Life is the usual one that you'll be using. However, if your lab work is for preventative reasons, then it won't be covered by them. It will be by 90 Degree.

Speaker speaker_1: So then are you... You are 90 Degrees, are you not?

Speaker speaker_0: No, ma'am. Once again, you call Benefits InterCard, the administrators. 90 Degree will be the carrier. If you did call that 800-833-4296 number and got us, it could be that you pressed on the wrong prompt.

Speaker speaker_1: Okay, that sounds good. So then which prompt should I press? Because I did call that number.

Speaker speaker_0: So what we usually do is press prompt number one and then a 90 Degree rep is usually the one that picks up after you've used option one.

Speaker speaker_1: Okay, that sounds great. Um, thank you so much.

Speaker speaker_0: Of course. Would you like me to get you transferred over?

Speaker speaker_1: That would be great.

Speaker speaker_0: Great. Bear with me one moment.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too.