

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, um, I was just calling to get, uh, a policy number. I'm looking to go to Immediate Care today for a checkup. Uh, I just need my policy number. What staffing company do you work with? Uh, Surge Staffing. What are the last four of the Social? 2325. And the last name? Woods. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, 195 Royal Road, Leitchburg, Indiana, um, 46107. Still missing your date of birth please, if you'd be so kind. 4/14/91. You have best contact 317-939... I mean, 936, I apologize, 0878? Yes. And then I have your email down as quincywoods24@gmail.com? Yes. And is that correct? Yes. Okay, let's see. So I see here you became active on this Monday, the 17th. Your carrier does not send out physical cards for the medical plan. They only send out for the dental one. Mm-hmm. So for the benefit card, they're gonna be sending you a digital copy to your email. I just cannot say whether or not it would have been sent out earlier today or if it's gonna be sent out later on. However, on top of providing your policy number, I can also send you a copy of both benefit cards since they have already been uploaded to the portal for us. Cool. Okay. Okay, so both of them have been downloaded. I sent them to your email. Do you also want me to give you that policy number over the phone just in case? Yes. You ready? Yes. 259- Mm-hmm. ...8209. 8209? Yes, sir. And then the carrier for both of your plans is American Public Life. Say that again. Yes, sir. The carrier for both of your plans is American Public Life. That's the owner of your plan. American Public Life? Yes, sir. They also go by APL. Okay. All right, and then I sent both of those benefit cards as attachment PDF files to your email. You're gonna be seeing it from info@benefitsinacard.com And it will be titled ID Cards." Okay. Now, the only difference between your two plans is... Aside from the service itself, um, is the network. They run into different networks, but I also did put that information in the email for you. Okay. Thank you. Of course. Was there anything else that we can assist you with today? That'll be all. All right. It was a pleasure speaking with you. I hope you have a wonderful rest of your day today. You, too. Thanks. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, um, I was just calling to get, uh, a policy number. I'm looking to go to Immediate Care today for a checkup. Uh, I just need my policy number.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge Staffing.

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

Speaker speaker_1: 2325.

Speaker speaker_0: And the last name?

Speaker speaker_1: Woods.

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

Speaker speaker_1: Um, 195 Royal Road, Leitchburg, Indiana, um, 46107.

Speaker speaker_0: Still missing your date of birth please, if you'd be so kind.

Speaker speaker_1: 4/14/91.

Speaker speaker_0: You have best contact 317-939... I mean, 936, I apologize, 0878?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your email down as quincywoods24@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let's see. So I see here you became active on this Monday, the 17th. Your carrier does not send out physical cards for the medical plan. They only send out for the dental one.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So for the benefit card, they're gonna be sending you a digital copy to your email. I just cannot say whether or not it would have been sent out earlier today or if it's gonna be sent out later on. However, on top of providing your policy number, I can also send you a copy of both benefit cards since they have already been uploaded to the portal for us.

Speaker speaker_1: Cool.

Speaker speaker_0: Okay. Okay, so both of them have been downloaded. I sent them to your email. Do you also want me to give you that policy number over the phone just in case?

Speaker speaker_1: Yes.

Speaker speaker_0: You ready?

Speaker speaker_1: Yes.

Speaker speaker_0: 259-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ...8209.

Speaker speaker_1: 8209?

Speaker speaker_0: Yes, sir. And then the carrier for both of your plans is American Public Life.

Speaker speaker_1: Say that again.

Speaker speaker_0: Yes, sir. The carrier for both of your plans is American Public Life. That's the owner of your plan.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir. They also go by APL.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, and then I sent both of those benefit cards as attachment PDF files to your email. You're gonna be seeing it from info@benefitsinacard.com And it will be titled ID Cards."

Speaker speaker_1: Okay.

Speaker speaker_0: Now, the only difference between your two plans is... Aside from the service itself, um, is the network. They run into different networks, but I also did put that information in the email for you.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: That'll be all.

Speaker speaker_0: All right. It was a pleasure speaking with you. I hope you have a wonderful rest of your day today.

Speaker speaker_1: You, too. Thanks. Bye.

Speaker speaker_0: Bye-bye.