

Transcript: Franchesca

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Full Transcript

Thanks for calling Benefits in a Cart. How can I assist you today? Yes, I have a question. I had called last week about get- sending me some cards in the mail. So, when you say benefits, when I know your comp- benefits in the card, from like, my insurance cards from, um, my job. So is this like APL? No, ma'am, this is Benefits in a Cart, the company that you called for the administrators for the health insurance. APL is a different company. They're one of the carriers for, I believe it's three or two depending on the staffing company, medical plans and then the dental plans as well. Okay, so, okay, so in other words, the- the insurance that I... the benefits in the card, so the APL cards all come from where? Is it this? Is it... because when I called this number right here to get my insurance cards, I got some insurance cards but it says APL. Is that what I'm supposed to get? Yes, ma'am. APL will be your carrier. Um, so to- Oh. ... explain it better, your staffing company has us as the in-between the employees and the actual insurance companies. Oh, okay. So APL- So APL will be your actual... Go ahead. Okay. Okay, go ahead. You said APL will be the actual... Yeah. Oh yeah, I'm sorry. I was just gonna say- Mm-hmm. ... that is correct. Okay. APL will be the actual provider. So if let's say you're making an appointment and they are like, "Oh, who do we have a coverage with?" It'll be APL that you answer. Okay. So my plan is this... 'cause it says dental. Mm-hmm. So when I, when I just got those cards, that- that means I just got the dental plan, right? That will be correct, yes. If you like, I can take a look and see in your account specifically which plans you're currently active on. And if I'm not m- Okay, okay, you can do that. And but if I'm not mistaken, it's just for dental only. Mm-hmm. 'Cause I didn't know. It might be just... Okay. Yeah, you can look it up for me. All right, what staffing company do you work with? Um, MAU Staffing. And what are- what are the last four of that social? 2280. 2280. And the last name? Wiggins. First name, Leslie? Yes. All right, and could you verify your mailing address for me and date of birth, please? 3624 Audubon Place, Augusta, Georgia 30906. Date of birth, 7/14/77. All right, we have down best phone number as 770-912-1904. Yes. And we have your email down as leswiggins98@gmail.com. Mm-hmm. Mm-hmm. So yes, ma'am, you actually have the dental and the vision plan currently for employee only. Oh, okay. Okay. I just wanted to make sure. So these cards are the ones I can use like if I need, like to go to the dentist and stuff. And then they- they... 'cause it was sent to me- Yes, ma'am. Okay. All right. Thank you so much. That's all I needed. Of course. Um, I do want to say, for the vision plan... Mm-hmm. Let's see which one they put in there. Okay. So for the vision plan, the phone number that you're gonna need to have your vision provider call in to verify your coverage- Mm-hmm. Oh, it's a different one. Yeah, it will be on the actual benefit card. Um, now the only thing is, as I'm seeing here, the one that you received is a temporary version of that vision card. So let me download the actual permanent- So- ... version of your vision benefit card to send that to you. So these dental cards, uh, they're not the, all the actual cards? The ones I

got? The dental one, yes. The vision one was the only one that was a temporary one. But the dental one- Okay. ... 'cause I'm seeing here the email they sent you on the 5th. Mm-hmm. The dental one- Yeah. ... is the correct one. The vision one is just the only one that was a temporary one, rather than your permanent card. Okay. All right. Yeah, so the difference is gonna be that the one I'm gonna send you is going to have a member ID number which is actually your policy number, and then the benefit card- Okay. ... that we had sent you previously which was a temporary one, they do not have the policy number on them. Okay. All right, and then that phone number that I was saying you will need to have your provider call is also gonna be on that email I just sent you. Okay, thank you so much. Okay. All right. And then aside from those questions about the benefit cards, was there anything else we can assist you with today? That'd be it. All right. Thank you. So you're gonna be receiving that email from the same one we sent you previously which is info@benefitsinacard, and it's gonna be title ID card. All right, appreciate it. Of course. It was a pleasure.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Cart. How can I assist you today?

Speaker speaker_1: Yes, I have a question. I had called last week about get- sending me some cards in the mail. So, when you say benefits, when I know your comp- benefits in the card, from like, my insurance cards from, um, my job. So is this like APL?

Speaker speaker_0: No, ma'am, this is Benefits in a Cart, the company that you called for the administrators for the health insurance. APL is a different company. They're one of the carriers for, I believe it's three or two depending on the staffing company, medical plans and then the dental plans as well.

Speaker speaker_1: Okay, so, okay, so in other words, the- the insurance that I... the benefits in the card, so the APL cards all come from where? Is it this? Is it... because when I called this number right here to get my insurance cards, I got some insurance cards but it says APL. Is that what I'm supposed to get?

Speaker speaker_0: Yes, ma'am. APL will be your carrier. Um, so to-

Speaker speaker_1: Oh.

Speaker speaker_0: ... explain it better, your staffing company has us as the in-between the employees and the actual insurance companies.

Speaker speaker_1: Oh, okay. So APL-

Speaker speaker_0: So APL will be your actual... Go ahead.

Speaker speaker_1: Okay. Okay, go ahead. You said APL will be the actual... Yeah.

Speaker speaker_0: Oh yeah, I'm sorry. I was just gonna say-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that is correct.

Speaker speaker_1: Okay.

Speaker speaker_0: APL will be the actual provider. So if let's say you're making an appointment and they are like, "Oh, who do we have a coverage with?" It'll be APL that you answer.

Speaker speaker_1: Okay. So my plan is this... 'cause it says dental.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So when I, when I just got those cards, that- that means I just got the dental plan, right?

Speaker speaker_0: That will be correct, yes. If you like, I can take a look and see in your account specifically which plans you're currently active on.

Speaker speaker_1: And if I'm not m- Okay, okay, you can do that. And but if I'm not mistaken, it's just for dental only.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 'Cause I didn't know. It might be just... Okay. Yeah, you can look it up for me.

Speaker speaker_0: All right, what staffing company do you work with?

Speaker speaker_1: Um, MAU Staffing.

Speaker speaker_0: And what are- what are the last four of that social?

Speaker speaker_1: 2280.

Speaker speaker_0: 2280. And the last name?

Speaker speaker_1: Wiggins.

Speaker speaker_0: First name, Leslie?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and could you verify your mailing address for me and date of birth, please?

Speaker speaker_1: 3624 Audubon Place, Augusta, Georgia 30906. Date of birth, 7/14/77.

Speaker speaker_0: All right, we have down best phone number as 770-912-1904.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as leswiggins98@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Mm-hmm. So yes, ma'am, you actually have the dental and the vision plan currently for employee only.

Speaker speaker_1: Oh, okay. Okay. I just wanted to make sure. So these cards are the ones I can use like if I need, like to go to the dentist and stuff. And then they- they... 'cause it was sent to me-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. Thank you so much. That's all I needed.

Speaker speaker_0: Of course. Um, I do want to say, for the vision plan...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Let's see which one they put in there. Okay. So for the vision plan, the phone number that you're gonna need to have your vision provider call in to verify your coverage-

Speaker speaker_1: Mm-hmm. Oh, it's a different one.

Speaker speaker_0: Yeah, it will be on the actual benefit card. Um, now the only thing is, as I'm seeing here, the one that you received is a temporary version of that vision card. So let me download the actual permanent-

Speaker speaker_1: So-

Speaker speaker_0: ... version of your vision benefit card to send that to you.

Speaker speaker_1: So these dental cards, uh, they're not the, all the actual cards? The ones I got?

Speaker speaker_0: The dental one, yes. The vision one was the only one that was a temporary one. But the dental one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 'cause I'm seeing here the email they sent you on the 5th.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The dental one-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... is the correct one. The vision one is just the only one that was a temporary one, rather than your permanent card.

Speaker speaker_1: Okay. All right. Yeah, so the difference is gonna be that the one I'm gonna send you is going to have a member ID number which is actually your policy number, and then the benefit card- Okay.

Speaker speaker_0: ... that we had sent you previously which was a temporary one, they do not have the policy number on them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, and then that phone number that I was saying you will need to have your provider call is also gonna be on that email I just sent you.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: And then aside from those questions about the benefit cards, was there anything else we can assist you with today?

Speaker speaker_1: That'd be it.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: So you're gonna be receiving that email from the same one we sent you previously which is info@benefitsinacard, and it's gonna be title ID card.

Speaker speaker_1: All right, appreciate it.

Speaker speaker_0: Of course. It was a pleasure.