

## Transcript: Francesca

**Baez-6389040859627520-6469793744207872**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. Um, so I'm getting kind of bounced around and I'm confused. So I, I got a letter from my dental office, um, saying that they were waiting to confirm eligibility and the number on the card it says if you have any questions call Benefits in a Card, but then I called earlier and someone told me to call American Public Life. I called them and then they said you have to call Benefits in a Card. So I'm just really confused, who do I actually need to talk to? Okay. Is it in regards to a claim status? Um, I'm assuming so. The letter just says, it just says it's waiting to confirm eligibility, please call Benefits in a Card and this phone number for any questions. So I'm assuming a claim. Okay. So the reason why I ask is with us being just the administrator we're very limited to the access that we have. Okay. So in my system I'm not able to see any claims that have been submitted or any visits or anything else waiting for authorization. Okay. The only thing that we really have access to is your personal information like your address- Mm-hmm. ... date of birth, first and last name and such and- Okay. ... to enroll and cancel benefits. Okay. So I'll be more than happy to take a look into your account, but I can't guarantee for sure that I'll be able to get information just from it based on- Okay. ... that letter that you received. All right, what are the last four of the Social? Uh, 5109. And the last name? Is Treblefield. Which staffing company do you work with? I'm sorry? Which staffing company do you work with? Um, TRS Solutions. TRC? Is it TR- hold on because I haven't looked at it in a while. It is TRC, sorry about that. That's okay. Can you verify your mailing address and date of birth to make sure I'm in the right account? Yes, ma'am. My, uh, mailing address is 5755 Alameda Road, Apartment 259 in Houston, Texas, and my, um, my ZIP is 77004. And what else did you ask me? My phone number? Date of birth? Oh, date of birth, 7/12/84. I have the best phone number to contact, 315-664-6221, same as the one you called on. Yes, correct. And I have two emails, first one being ct1244@mysu.nova.edu and then I have- Yes, that's correct. ... chrissy.lastname@icall.com. Yes. So on our side we don't have any pending requests. Okay. The last time we spoke with you was back in May to provide you copies of your benefit card. Um, yes, correct. Um, but your coverage itself hasn't had any issues, it's been active with no lapse since April 29, 2024- Correct. So I'm not too sure what that card, letter itself that you received is in regards to. Okay. So you don't, so you don't see any claims, uh, pending? I don't have access to that information. We're only an administrator, I can only enroll or cancel benefits. Okay. On our system we don't show anything that's related to your insurance, any authorizations, claims or history of any visits you do. We don't have access- Okay. ... to that. Only the owners- Okay. ... of the plan do. Okay. And then, okay, so I'll just try them again and let them know that that's what you said. I also have another question with, um, with TRC, is there a way to change my plan or no I can't? So to re-enroll into coverage and make changes you have to have an open

enrollment period or a qualified life event. Mm-hmm. Your staffing company goes through theirs during the month of September. So as of right now the only change- Gotcha. ... we can really make is cancellations. You'll have- Gotcha. ... to wait 'til September to add anything or switch any plan. Gotcha. Okay. Okay, thank you so much. Well at least- Of course, ma'am- ... you've been helpful, helpful on that point, okay. I apologize. Yeah, no, no apologies. I'm just, I'm confused if that was the case why they would put you guys' number on the letter. So yeah, I'll just try American P- Public Life again and let them know what you said. Understood. Okay, thank you so much. Have a good rest of your day. Of course, you too.

## 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: Hi, Francesca. Um, so I'm getting kind of bounced around and I'm confused. So I, I got a letter from my dental office, um, saying that they were waiting to confirm eligibility and the number on the card it says if you have any questions call Benefits in a Card, but then I called earlier and someone told me to call American Public Life. I called them and then they said you ha- you need to call Benefits in a Card. So I'm just really confused, who do I actually need to talk to?

Speaker speaker\_0: Okay. Is it in regards to a claim status?

Speaker speaker\_1: Um, I'm assuming so. The letter just says, it just says it's waiting to confirm eligibility, please call Benefits in a Card and this phone number for any questions. So I'm assuming a claim.

Speaker speaker\_0: Okay. So the reason why I ask is with us being just the administrator we're very limited to the access that we have.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So in my system I'm not able to see any claims that have been submitted or any visits or anything else waiting for authorization.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The only thing that we really have access to is your personal information like your address-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... date of birth, first and last name and such and-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to enroll and cancel benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I'll be more than happy to take a look into your account, but I can't guarantee for sure that I'll be able to get information just from it based on-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that letter that you received. All right, what are the last four of the Social?

Speaker speaker\_1: Uh, 5109.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Is Treblefield.

Speaker speaker\_0: Which staffing company do you work with?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Which staffing company do you work with?

Speaker speaker\_1: Um, TRS Solutions.

Speaker speaker\_0: TRC?

Speaker speaker\_1: Is it TR- hold on because I haven't looked at it in a while. It is TRC, sorry about that.

Speaker speaker\_0: That's okay. Can you verify your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker\_1: Yes, ma'am. My, uh, mailing address is 5755 Almeda Road, Apartment 259 in Houston, Texas, and my, um, my ZIP is 77004. And what else did you ask me? My phone number?

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: Oh, date of birth, 7/12/84.

Speaker speaker\_0: I have the best phone number to contact, 315-664-6221, same as the one you called on.

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: And I have two emails, first one being ct1244@mysu.nova.edu and then I have-

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: ... chrissy.lastname@icall.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So on our side we don't have any pending requests.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The last time we spoke with you was back in May to provide you copies of your benefit card.

Speaker speaker\_1: Um, yes, correct.

Speaker speaker\_0: Um, but your coverage itself hasn't had any issues, it's been active with no lapse since April 29, 2024-

Speaker speaker\_1: Correct.

Speaker speaker\_0: So I'm not too sure what that card, letter itself that you received is in regards to.

Speaker speaker\_1: Okay. So you don't, so you don't see any claims, uh, pending?

Speaker speaker\_0: I don't have access to that information. We're only an administrator, I can only enroll or cancel benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: On our system we don't show anything that's related to your insurance, any authorizations, claims or history of any visits you do. We don't have access-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to that. Only the owners-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of the plan do.

Speaker speaker\_1: Okay. And then, okay, so I'll just try them again and let them know that that's what you said. I also have another question with, um, with TRC, is there a way to change my plan or no I can't?

Speaker speaker\_0: So to re-enroll into coverage and make changes you have to have an open enrollment period or a qualified life event.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Your staffing company goes through theirs during the month of September. So as of right now the only change-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... we can really make is cancellations. You'll have-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... to wait 'til September to add anything or switch any plan.

Speaker speaker\_1: Gotcha. Okay. Okay, thank you so much. Well at least-

Speaker speaker\_0: Of course, ma'am-

Speaker speaker\_1: ... you've been helpful, helpful on that point, okay.

Speaker speaker\_0: I apologize.

Speaker speaker\_1: Yeah, no, no apologies. I'm just, I'm confused if that was the case why they would put you guys' number on the letter. So yeah, I'll just try American P- Public Life again and let them know what you said.

Speaker speaker\_0: Understood.

Speaker speaker\_1: Okay, thank you so much. Have a good rest of your day.

Speaker speaker\_0: Of course, you too.