

Transcript: Justin

Mills-4748900760502272-4700906983997440

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. How you doing? I was calling... I had spoke with someone, uh, yesterday. I was explaining to them that, um, I had a claim that's just been on hold, because, um, APL said they waiting on you guys to verify that I was active the time of the date of, um, I sent in the accident report. Okay. Um, what's the staffing agency you work for? Um, OnTrack Staffing, And the last four of your social? 3989. And what was your first and last name again? I'm sorry. Santana Price. Yes. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Santana? Uh, 5613 Hillturn Hills Drive, Apartment 308 in Fort Worth, Texas 76112. And confirm your date of birth? 10/14/1985. And a good telephone number. Do I have a 682-372-2532? Yes. And the email, do I have a santanaprice28 at gmail? Yes. Okay, um, so let's see here. If you don't mind me asking, what was the date of service? October 21st. Okay, so let's see here. So looking at the calendar, you did have active coverage for that week. So honestly, don't know why APL's telling you that we're, they're awaiting ability. Um, let's see here. But like I said, you are currently active for that week. You did have active coverage for that day of service, which was October 21st. Um, let me see here. And I did see where you did actually speak with another representative earlier this morning about a coverage discrepancy. So she did reach out to the back office, um, sent an email to the account manager. Um, and then I do know that once she does receive word back, she would give you a call back, letting you know the ou- the account manager's response. Okay. Okay, but as of right now, uh, the calendar does show in our system that you did have active coverage for that week, which was October, the week of October 21st through the 27th. Okay. Yeah, so I, I mean, I'm just really confused why it's just sitting on hold and, um, they're saying that if you guys should never verified that my coverage was active. So I'm just confused why it's just sitting... I totally understand. Um, honestly, I wouldn't know the answer to that question. That's more of like a back office/account manager question. Um, but I do know that the representative you spoke with earlier today did send an email to the back office. Um, but I'll go ahead and remind her that when she does receive a word back from the back office, she will give you a call back. Okay? Okay. Um- Okay. Okay. Let me... Can I update my phone number? Yes. What's a good telephone number for you? Um, 682-373-2365. And just to confirm, 682-373-2365? Yes. Okay, so I went ahead and updated that in our system. Is there anything else I could help you out with today, Santana? Uh, no. Thank you. You're welcome. So like I said, once my... Once that representative that you spoke with earlier, her name is Sarah, uh, once she receives word back from the a- account manager, uh, she will give you a call back. Okay? Okay. Thank you so much. You're welcome. You have a great day, okay? Okay. You too. All right, bye-bye.

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. This is Justin. How can I help you today?

Speaker speaker_2: Hey. How you doing? I was calling... I had spoke with someone, uh, yesterday. I was explaining to them that, um, I had a claim that's just been on hold, because, um, APL said they waiting on you guys to verify that I was active the time of the date of, um, I sent in the accident report.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Um, OnTrack Staffing,

Speaker speaker_3: And the last four of your social?

Speaker speaker_2: 3989.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Santana Price.

Speaker speaker_1: Yes. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Santana?

Speaker speaker_2: Uh, 5613 Hillturn Hills Drive, Apartment 308 in Fort Worth, Texas 76112.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 10/14/1985.

Speaker speaker_1: And a good telephone number. Do I have a 682-372-2532?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email, do I have a santanaprice28 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, um, so let's see here. If you don't mind me asking, what was the date of service?

Speaker speaker_2: October 21st.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, you did have active coverage for that week. So honestly, don't know why APL's telling you that we're, they're awaiting ability. Um, let's see here. But like I said, you are currently active for that week. You did have active coverage for that day of service, which was October 21st. Um, let me see here. And I did see where you did actually speak with another representative earlier this

morning about a coverage discrepancy. So she did reach out to the back office, um, sent an email to the account manager. Um, and then I do know that once she does receive word back, she would give you a call back, letting you know the ou- the account manager's response.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, but as of right now, uh, the calendar does show in our system that you did have active coverage for that week, which was October, the week of October 21st through the 27th.

Speaker speaker_2: Okay. Yeah, so I, I mean, I'm just really confused why it's just sitting on hold and, um, they're saying that if you guys should never verified that my coverage was active. So I'm just confused why it's just sitting...

Speaker speaker_1: I totally understand. Um, honestly, I wouldn't know the answer to that question. That's more of like a back office/account manager question. Um, but I do know that the representative you spoke with earlier today did send an email to the back office. Um, but I'll go ahead and remind her that when she does receive a word back from the back office, she will give you a call back. Okay?

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Let me... Can I update my phone number?

Speaker speaker_1: Yes. What's a good telephone number for you?

Speaker speaker_2: Um, 682-373-2365.

Speaker speaker_1: And just to confirm, 682-373-2365?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so I went ahead and updated that in our system. Is there anything else I could help you out with today, Santana?

Speaker speaker_2: Uh, no. Thank you.

Speaker speaker_1: You're welcome. So like I said, once my... Once that representative that you spoke with earlier, her name is Sarah, uh, once she receives word back from the account manager, uh, she will give you a call back. Okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay. You too.

Speaker speaker_1: All right, bye-bye.