

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? How you doing, Justin? My name is, uh, Ricardo Livingston, and I have, uh, insurance through a get... through, uh, On Track Staffing with you, I guess. Could you tell me, uh, some information about the insurance? Uh, when will I get medical cards? Whatever. Yeah. So On Track Staffing, what's the last four of your social? 9903. And for security purposes, can you verify the home address, including city, state and zip code, Ricardo? 726 Smith Avenue, Denton, Texas, Apartment 2, 76209. And your date of birth? 3/13/51. And a good telephone number has 940-222-7098? Yes. And the email have is ricardolivingston@gmail? No S. No S? Oh, okay. Ricardolivingston@gmail.com. Okay. So let's see here. So looking at the file, it looks like you're currently enrolled into dental and the VIP standard, which is your medical plan for employee only. However, the VIP standard covers hospitals, doctors, and medications. Um, you stated you were needing an ID card. Is that correct? Well, uh, or a number. I just want to use... If I want to use the insurance, I need something to give to whoever I would call, wouldn't I? Okay. Do you mind if I place you on a brief hold while I email the insurance ID cards to you? Okay. And, and the, and the, and the name of the insurance company is Benefits and a Card? No, sir. The insurance carrier is, is American Public Life. Benefits and a Card is- Oh, American Public Life. Okay. Yes, sir. So us at Benefits and a Card were the benefit administrators for On Track Staffing. We deal with your health insurance. Yeah. Okay. Okay. But do you mind if I place you on a brief hold? American Public Life. Yes, sir. Go ahead. Ready? Ready, start recording. Hello, Ricardo. Are you still there? Yes, I am. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we updated with me earlier. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay? Okay. Could you repeat that real quick? Yeah. It's coming from info, that's I-N-F-O, @benefitsandacard.com. Uh-huh. And, and on, and online, is it, is it log into OneAmerica? One second, sir. Who, who do you log into? When, when you log in online, is it APL Secure? Uh, yes, sir. There should be a, a website. That's the, that's... Uh- That's the, that's the website? Yes, sir. Okay. All right. So, so the cards will be, uh, on, in the email? Yes, sir. Where? Okay. And there are telephone numbers in the email as well to find providers. So all you have to do is just- Yeah. ... provide them with your ZIP code when you do call them. Okay? Okay. So, so, so there's no book with providers in it? You need to call each one and see if they accept the insurance? Is that what you're saying? No, sir. What I'm saying is when you do call those, uh, telephone numbers, they will send you a list of providers, uh, when you provide them- Oh, okay. ... with your ZIP code. Okay. All right. Great. All right. Thank you very much, sir. You're welcome. You have a great day. Okay? You also. Thank

you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: How you doing, Justin? My name is, uh, Ricardo Livingston, and I have, uh, insurance through a get... through, uh, On Track Staffing with you, I guess. Could you tell me, uh, some information about the insurance? Uh, when will I get medical cards? Whatever.

Speaker speaker_1: Yeah. So On Track Staffing, what's the last four of your social?

Speaker speaker_2: 9903.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Ricardo?

Speaker speaker_2: 726 Smith Avenue, Denton, Texas, Apartment 2, 76209.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 3/13/51.

Speaker speaker_1: And a good telephone number has 940-222-7098?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have is ricardolivingston@gmail?

Speaker speaker_2: No S.

Speaker speaker_1: No S? Oh, okay.

Speaker speaker_2: Ricardolivingston@gmail.com.

Speaker speaker_1: Okay. So let's see here. So looking at the file, it looks like you're currently enrolled into dental and the VIP standard, which is your medical plan for employee only. However, the VIP standard covers hospitals, doctors, and medications. Um, you stated you were needing an ID card. Is that correct?

Speaker speaker_2: Well, uh, or a number. I just want to use... If I want to use the insurance, I need something to give to whoever I would call, wouldn't I?

Speaker speaker_1: Okay. Do you mind if I place you on a brief hold while I email the insurance ID cards to you?

Speaker speaker_2: Okay. And, and the, and the, and the name of the insurance company is Benefits and a Card?

Speaker speaker_1: No, sir. The insurance carrier is, is American Public Life. Benefits and a Card is-

Speaker speaker_2: Oh, American Public Life. Okay.

Speaker speaker_1: Yes, sir. So us at Benefits and a Card were the benefit administrators for On Track Staffing. We deal with your health insurance.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: Okay. But do you mind if I place you on a brief hold?

Speaker speaker_2: American Public Life. Yes, sir. Go ahead.

Speaker speaker_0: Ready? Ready, start recording.

Speaker speaker_1: Hello, Ricardo. Are you still there?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we updated with me earlier. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_2: Okay. Could you repeat that real quick?

Speaker speaker_1: Yeah. It's coming from info, that's I-N-F-O, @benefitsandacard.com.

Speaker speaker_2: Uh-huh. And, and on, and online, is it, is it log into OneAmerica?

Speaker speaker_1: One second, sir.

Speaker speaker_2: Who, who do you log into? When, when you log in online, is it APL Secure?

Speaker speaker_1: Uh, yes, sir. There should be a, a website.

Speaker speaker_2: That's the, that's...

Speaker speaker_1: Uh-

Speaker speaker_2: That's the, that's the website?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right. So, so the cards will be, uh, on, in the email?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Where? Okay.

Speaker speaker_1: And there are telephone numbers in the email as well to find providers. So all you have to do is just-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... provide them with your ZIP code when you do call them. Okay?

Speaker speaker_2: Okay. So, so, so there's no book with providers in it? You need to call each one and see if they accept the insurance? Is that what you're saying?

Speaker speaker_1: No, sir. What I'm saying is when you do call those, uh, telephone numbers, they will send you a list of providers, uh, when you provide them-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... with your ZIP code.

Speaker speaker_2: Okay. All right. Great. All right. Thank you very much, sir.

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

Speaker speaker_2: You also. Thank you.

Speaker speaker_1: Bye.