

Transcript: Justin

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Full Transcript

Thanks for calling Benefits and a Card. This is Justin. How can I help you today? Hey, how you doing? My name's Kendall Pyles, P-Y-L-E-S. And, um, I think I just got... my insurance with y'all just got active today. I was wondering, do y'all have a policy number I can, um, get to provide the doctor with today? Let me check on that for you. Uh, what's the staff- staffing agency you work for? Um, TRC. And the last four of your social? Uh, 6261. Oh, that's real fine. And for security purposes, could you verify your home address, including city, state and zip code? 2590 Magnolia, Orangeburg, South Carolina 29115. And your date of birth? Um, 6/20/85. And a good telephone number I have is 803-378-0127. Uh-huh. And the email I have is kpyles26@me.com. Yeah. Okay, so checking the calendar, you did become active in the coverage as of today, so you should receive physical ID cards early next week. However, if you did call back Thursday or Friday this week, we can actually email the ID cards to you then, because it does take insurance carrier at least 72 hours to generate policy numbers. However, you stated you're at the doctor right now. Is that correct? Yeah. Okay, so what you can do, you can have those providers call us at Benefits and a Card, and we can let them know, "Hey, this number is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you. Um, are you able to tell her that over the phone? Because she... That's why I called back, because I called earlier y'all told me this as well, and she was like, um, "I would have to call this number." Yeah, I can speak to her, if she's willing to speak with me. Okay. Excuse me. Did you say, are you willing to speak with him? Yes because- Because if- ... now, because I'm looking now and she has that one check in and it's right at 4:00, so I don't... He was a little late for his appointment. He had a procedure. I don't want to put you through all that and then, you know, you not being able to be seen. He had a very short appointment. He's a little baby and they were just trying to get him some insurance so he can get the doctors they know, the other things that he trusts them and everything. Yeah, they were calling him. When you said that, they were on hold with him. They're right here on the phone with you. Mm-hmm. 15. Uh, it's 15. Uh- I called a little earlier to try to change it a little bit. She's on another one. I couldn't turn you in at this time. Yeah, I see. I see where you called earlier. Okay. Have a good one. Bye. Oh, what's that 517? What's the insurance name? Um... It's through American Public Life. We got a card, benefits and a card, wasn't it? There's no American Public Life. No, sir, it's through American Public Life. That's the insurance name. What's the name of it again? American, American Public Life. That's the name of the insurance company? Yeah. Correct. Okay. Let me find out American Public Life. I never heard of it. Let me see if we access that. Hello? Yes. American Public Life. Okay. Perfect. His insurance company. Mm-hmm. D, do we pay extra insurance for American Public Life? Yes, ma'am. We do that. Thank you so much. I'm holding it. Could you hold one second? Thank you. No problem. I put from Molina, because I got a job... I got a new job.

That, that's who they provide us with. Okay. Okay, then would they have a copay or deductible or you know what? Can you... The man still on the phone with you? Yes, ma'am. Ask him if you have a deductible. Uh, do I have a deductible? Um, no, there's no deductible. It's just copays. Um, regular doctor's visit would be 50, uh, \$25. However, if it's a specialist- How much is- ... um, \$50. Regular medical MD is how much? 25. 25. Uh, he said, he said no copay, uh, no deductible. He's on the phone with somebody from the insurance. He said we got copay but no deductible. Just let him go ahead and get that, um... He said, he said- Policy number for me from him? I can't... He said don't, um, produce it till like 72 hours. He said the policy number don't... I won't get in for less than 72 hours, right? Correct. It takes the insurance carrier at least 72 hours to generate a policy. He doesn't even have the, um, policy number or nothing. Yeah. You know how to get that, you know, 72- 72 hours. They just can't actually get it. Yes, sir. Don't get the policy number until 72 hours. I was working, it said three weeks, but it must've been four weeks. Okay. Um, can, can we have the number to the guy you're talking to? She says she wants to... You just need to give her? Okay. Okay, so the guy you're speaking to, the phone make sure it's something... Do you know what I'm trying to... Call him. Ask the guy if he has our tax ID. Hello? I'm still here. Yes, sir. Do you have the tax ID for Singleton Health Center? Um, the tax ID? Un- un- unfortunately, no, I do not. So, that's what he's asking how is he gonna say what he pays if he doesn't have the tax ID? 'Cause it would be different for each one, right? I mean, I have a claims address to the insurance carrier if that would help. But she said she- she wanna call the- the people herself. Okay. It's 844... No, she wants his position now. Oh, she needs the number. Okay, okay. So talk to Mrs. B. Hello, Mrs. B.? She asked for Mr. Ermey. Mm-hmm. Uh, she said she wanted to talk to me. She's just... She's talking, you'll need to call her number. Oh, okay. She's a vet. Mm-hmm, but that's not what he paid for today. Um, she wanted me to talk to you. Let me see. Does he have that? Yes, he has the BlueCross. Uh, uh, I'm the patient. Um, what information do you need? No, because we- Is there anything else I can help you out with? Mm-hmm, he has it still. Kendall Pyles, P-Y-L-E-S. Hello, are you still there? Yeah, I'm here, sir. Hold on one second. The date has those four there. Huh? They have those four that's- Um, 6/20/85. They'll have to pull the policy number up. No, I've got that paper in mine somewhere over there. Oh? I'm just didn't know if the insurance is not being missed, if it was the 137 or if it was just the out-and-out policy. Oh, let me see. Let me see if I can get that for you. All right. Hold on. Okay. Turn off the camera. Uh, no, ma'am. It says takes 72 hours to produce a policy number, and it became act- it became active today, which I thought it said it usually take three weeks. Yeah, 'cause I, um, I was working at... I was working at my new job for a month now, but they usually don't become active until, like, three weeks, 'cause I guess they have a number of people- Okay, thank you. ... they hire and they can be quitting too early, so the insurance don't become active until, like, three weeks. Thank you. Thank you. All right. Mm-hmm. That's it. Take care. Bye. Thank y'all. All right. Have a good one. Yeah, they were just telling- He missed the last one. She's being lost. Hey. I think y'all should let us get a good one, because they told me to tell you how to talk. I can't remember what it's supposed to be. Because she said she wanted to talk to Lady D. You got all of that? My God. Bring it over. Uh, sorry, would you, uh, would they still be able to, uh, bill the insurance? Correct. Yes, sir. I have a claims address if need be. Okay, the claim address... Can I have a drink of water, okay? Can you help me with that? You ready for it? Let me just... Yeah, I can just write it down real quick for me. You need a piece of paper? I'm not sure that they have that. Let me see if I can get that

from somebody. What is it? So, the claims address for American Public Life is PO Box 248950 in Oklahoma City, Oklahoma, 73124. Hold on, PO Box 748950? No, 248950. 248950, okay. What else was there? Uh, Oklahoma City, Oklahoma, and the zip code is 73124. 73124. Okay. That's it? No, no. Yes, sir. I'm done here. No. No, take me home! No! No! Take me home! I've been going all day. I'm 90 years old. Can't take no more. Okay, bye. No! I think, I think that should leave him with her. She said- Is there anything else I can help you out with today, Kendall? I think maybe that your card, your card number, your father can please call us back. Okay. He said y'all can bill them through the PO box for the claim. Don't answer. You can bill the PO box. I already... He said you can bill the PO box. The claim number. Claims address. Oh, wait. Okay. Just call me back when you get the policy number. Okay.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, how you doing? My name's Kendall Pyles, P-Y-L-E-S. And, um, I think I just got... my insurance with y'all just got active today. I was wondering, do y'all have a policy number I can, um, get to provide the doctor with today?

Speaker speaker_0: Let me check on that for you. Uh, what's the staff- staffing agency you work for?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 6261.

Speaker speaker_2: Oh, that's real fine.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 2590 Magnolia, Orangeburg, South Carolina 29115.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Um, 6/20/85.

Speaker speaker_0: And a good telephone number I have is 803-378-0127.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And the email I have is kpyles26@me.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so checking the calendar, you did become active in the coverage as of today, so you should receive physical ID cards early next week. However, if you did call

back Thursday or Friday this week, we can actually email the ID cards to you then, because it does take insurance carrier at least 72 hours to generate policy numbers. However, you stated you're at the doctor right now. Is that correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so what you can do, you can have those providers call us at Benefits and a Card, and we can let them know, "Hey, this number is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you.

Speaker speaker_1: Um, are you able to tell her that over the phone? Because she... That's why I called back, because I called earlier y'all told me this as well, and she was like, um, "I would have to call this number."

Speaker speaker_0: Yeah, I can speak to her, if she's willing to speak with me.

Speaker speaker_1: Okay. Excuse me. Did you say, are you willing to speak with him?

Speaker speaker_2: Yes because-

Speaker speaker_1: Because if-

Speaker speaker_2: ... now, because I'm looking now and she has that one check in and it's right at 4:00, so I don't... He was a little late for his appointment. He had a procedure. I don't want to put you through all that and then, you know, you not being able to be seen. He had a very short appointment. He's a little baby and they were just trying to get him some insurance so he can get the doctors they know, the other things that he trusts them and everything. Yeah, they were calling him. When you said that, they were on hold with him. They're right here on the phone with you. Mm-hmm. 15. Uh, it's 15. Uh-

Speaker speaker_1: I called a little earlier to try to change it a little bit.

Speaker speaker_2: She's on another one. I couldn't turn you in at this time.

Speaker speaker_0: Yeah, I see. I see where you called earlier.

Speaker speaker_2: Okay. Have a good one. Bye. Oh, what's that 517? What's the insurance name?

Speaker speaker_1: Um...

Speaker speaker_0: It's through American Public Life.

Speaker speaker_1: We got a card, benefits and a card, wasn't it?

Speaker speaker_2: There's no American Public Life.

Speaker speaker_0: No, sir, it's through American Public Life. That's the insurance name.

Speaker speaker_1: What's the name of it again?

Speaker speaker_0: American, American Public Life.

Speaker speaker_2: That's the name of the insurance company?

Speaker speaker_1: Yeah.

Speaker speaker_0: Correct.

Speaker speaker_2: Okay. Let me find out American Public Life. I never heard of it. Let me see if we access that. Hello? Yes. American Public Life. Okay. Perfect. His insurance company.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: D, do we pay extra insurance for American Public Life?

Speaker speaker_3: Yes, ma'am. We do that.

Speaker speaker_2: Thank you so much. I'm holding it. Could you hold one second? Thank you. No problem.

Speaker speaker_1: I put from Molina, because I got a job... I got a new job. That, that's who they provide us with.

Speaker speaker_2: Okay. Okay, then would they have a copay or deductible or you know what? Can you... The man still on the phone with you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Ask him if you have a deductible.

Speaker speaker_1: Uh, do I have a deductible?

Speaker speaker_0: Um, no, there's no deductible. It's just copays. Um, regular doctor's visit would be 50, uh, \$25. However, if it's a specialist-

Speaker speaker_2: How much is-

Speaker speaker_0: ... um, \$50.

Speaker speaker_2: Regular medical MD is how much?

Speaker speaker_1: 25.

Speaker speaker_2: 25. Uh, he said, he said no copay, uh, no deductible. He's on the phone with somebody from the insurance.

Speaker speaker_1: He said we got copay but no deductible.

Speaker speaker_2: Just let him go ahead and get that, um... He said, he said-

Speaker speaker_0: Policy number for me from him?

Speaker speaker_1: I can't... He said don't, um, produce it till like 72 hours. He said the policy number don't... I won't get in for less than 72 hours, right?

Speaker speaker_0: Correct. It takes the insurance carrier at least 72 hours to generate a policy.

Speaker speaker_2: He doesn't even have the, um, policy number or nothing.

Speaker speaker_0: Yeah.

Speaker speaker_2: You know how to get that, you know, 72-

Speaker speaker_1: 72 hours. They just can't actually get it.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Don't get the policy number until 72 hours.

Speaker speaker_1: I was working, it said three weeks, but it must've been four weeks.

Speaker speaker_2: Okay. Um, can, can we have the number to the guy you're talking to? She says she wants to...

Speaker speaker_3: You just need to give her?

Speaker speaker_2: Okay. Okay, so the guy you're speaking to, the phone make sure it's something... Do you know what I'm trying to... Call him. Ask the guy if he has our tax ID.

Speaker speaker_4: Hello?

Speaker speaker_0: I'm still here.

Speaker speaker_4: Yes, sir. Do you have the tax ID for Singleton Health Center?

Speaker speaker_0: Um, the tax ID? Un- un- unfortunately, no, I do not.

Speaker speaker_2: So, that's what he's asking how is he gonna say what he pays if he doesn't have the tax ID?

Speaker speaker_5: 'Cause it would be different for each one, right?

Speaker speaker_0: I mean, I have a claims address to the insurance carrier if that would help.

Speaker speaker_2: But she said she- she wanna call the- the people herself.

Speaker speaker_5: Okay. It's 844...

Speaker speaker_2: No, she wants his position now.

Speaker speaker_5: Oh, she needs the number. Okay, okay.

Speaker speaker_2: So talk to Mrs. B.

Speaker speaker_1: Hello, Mrs. B.?

Speaker speaker_2: She asked for Mr. Ermey.

Speaker speaker_6: Mm-hmm.

Speaker speaker_1: Uh, she said she wanted to talk to me.

Speaker speaker_2: She's just... She's talking, you'll need to call her number.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: She's a vet.

Speaker speaker_7: Mm-hmm, but that's not what he paid for today.

Speaker speaker_1: Um, she wanted me to talk to you.

Speaker speaker_2: Let me see. Does he have that?

Speaker speaker_7: Yes, he has the BlueCross.

Speaker speaker_1: Uh, uh, I'm the patient. Um, what information do you need?

Speaker speaker_2: No, because we-

Speaker speaker_0: Is there anything else I can help you out with?

Speaker speaker_2: Mm-hmm, he has it still.

Speaker speaker_1: Kendall Pyles, P-Y-L-E-S.

Speaker speaker_0: Hello, are you still there?

Speaker speaker_1: Yeah, I'm here, sir. Hold on one second.

Speaker speaker_2: The date has those four there.

Speaker speaker_1: Huh?

Speaker speaker_2: They have those four that's-

Speaker speaker_1: Um, 6/20/85.

Speaker speaker_2: They'll have to pull the policy number up.

Speaker speaker_5: No, I've got that paper in mine somewhere over there.

Speaker speaker_2: Oh?

Speaker speaker_5: I'm just didn't know if the insurance is not being missed, if it was the 137 or if it was just the out-and-out policy.

Speaker speaker_2: Oh, let me see. Let me see if I can get that for you.

Speaker speaker_1: All right.

Speaker speaker_2: Hold on.

Speaker speaker_1: Okay.

Speaker speaker_2: Turn off the camera.

Speaker speaker_1: Uh, no, ma'am. It says takes 72 hours to produce a policy number, and it became act- it became active today, which I thought it said it usually take three weeks. Yeah, 'cause I, um, I was working at... I was working at my new job for a month now, but they usually don't become active until, like, three weeks, 'cause I guess they have a number of people-

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: ... they hire and they can be quitting too early, so the insurance don't become active until, like, three weeks.

Speaker speaker_2: Thank you. Thank you. All right. Mm-hmm. That's it. Take care. Bye. Thank y'all. All right. Have a good one.

Speaker speaker_1: Yeah, they were just telling-

Speaker speaker_2: He missed the last one. She's being lost. Hey.

Speaker speaker_1: I think y'all should let us get a good one, because they told me to tell you how to talk.

Speaker speaker_2: I can't remember what it's supposed to be.

Speaker speaker_1: Because she said she wanted to talk to Lady D.

Speaker speaker_2: You got all of that? My God. Bring it over.

Speaker speaker_1: Uh, sorry, would you, uh, would they still be able to, uh, bill the insurance?

Speaker speaker_0: Correct. Yes, sir. I have a claims address if need be.

Speaker speaker_1: Okay, the claim address...

Speaker speaker_2: Can I have a drink of water, okay? Can you help me with that?

Speaker speaker_0: You ready for it?

Speaker speaker_1: Let me just... Yeah, I can just write it down real quick for me.

Speaker speaker_2: You need a piece of paper? I'm not sure that they have that. Let me see if I can get that from somebody.

Speaker speaker_1: What is it?

Speaker speaker_0: So, the claims address for American Public Life is PO Box 248950 in Oklahoma City, Oklahoma, 73124.

Speaker speaker_1: Hold on, PO Box 748950?

Speaker speaker_0: No, 248950.

Speaker speaker_1: 248950, okay. What else was there?

Speaker speaker_0: Uh, Oklahoma City, Oklahoma, and the zip code is 73124.

Speaker speaker_1: 73124. Okay. That's it?

Speaker speaker_2: No, no.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I'm done here. No. No, take me home! No! No! Take me home! I've been going all day. I'm 90 years old. Can't take no more.

Speaker speaker_2: Okay, bye.

Speaker speaker_1: No!

Speaker speaker_5: I think, I think that should leave him with her.

Speaker speaker_2: She said-

Speaker speaker_0: Is there anything else I can help you out with today, Kendall?

Speaker speaker_2: I think maybe that your card, your card number, your father can please call us back.

Speaker speaker_1: Okay. He said y'all can bill them through the PO box for the claim.

Speaker speaker_2: Don't answer. You can bill the PO box. I already... He said you can bill the PO box.

Speaker speaker_1: The claim number.

Speaker speaker_0: Claims address.

Speaker speaker_1: Oh, wait. Okay.

Speaker speaker_2: Just call me back when you get the policy number. Okay.