

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name is Dorcas Dukuamo. I'm trying to schedule an appointment with a doctor, but when I mention BIC, all of them say they don't work with that. I just want to verify if that's the name that, um, you go by with a, like, appointment? Should I use that same name or there's a different name I have to mention? Uh, what name are you providing them as the insurance carrier? B-I-C. BIC, Benefit In Card. Okay, so Benefits In a Card, we're just the benefit administrators for staffing agencies. However, let me try pulling your file to confirm who the correct insurance carrier is, okay? Okay. Okay. What's the name of the staffing agency you work for? Um, I work for HCC. And the last four of your social? 4727. And what was your first and last name? Dorcas Dukuamoah. And for security purposes, can you verify your home address, including city, state and zip code, Dorcas? 1245 Court, Columb, New York 11723. And your date of birth? March 24, 1990. And a good telephone number has 614-598-3707. Yes. And the email has avina_duku@Yahoo? Yes. Okay, so let see here. So, you have the MEC-enhanced. Um, so your hospital indemnity portion is through American Public Life. Okay. So, I'm trying to get into a, like, an OB-GYN. I have to use that American what? Um. And Public life? So, American Public Life. American Public Life. Okay. All right. Thank you. You're welcome. You have a great day, okay? Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. My name is Dorcas Dukuamo. I'm trying to schedule an appointment with a doctor, but when I mention BIC, all of them say they don't work with that. I just want to verify if that's the name that, um, you go by with a, like, appointment? Should I use that same name or there's a different name I have to mention?

Speaker speaker_0: Uh, what name are you providing them as the insurance carrier?

Speaker speaker_1: B-I-C. BIC, Benefit In Card.

Speaker speaker_0: Okay, so Benefits In a Card, we're just the benefit administrators for staffing agencies. However, let me try pulling your file to confirm who the correct insurance carrier is, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, I work for HCC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4727.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Dorcas Dukuamoah.

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

Speaker speaker_1: 1245 Court, Columb, New York 11723.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 24, 1990.

Speaker speaker_0: And a good telephone number has 614-598-3707.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has avina_duku@Yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let see here. So, you have the MEC-enhanced. Um, so your hospital indemnity portion is through American Public Life.

Speaker speaker_1: Okay. So, I'm trying to get into a, like, an OB-GYN. I have to use that American what?

Speaker speaker_0: Um.

Speaker speaker_1: And Public life?

Speaker speaker_0: So, American Public Life.

Speaker speaker_1: American Public Life. Okay. All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye-bye.