

Transcript: Justin

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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? Hi, Justin. Um, I am calling because I, um, I reactivated my dental and, uh... two weeks ago, and I see that, uh, they started taking the deduction from my paycheck, and I need the, the insurance card information 'cause I have a dentist appointment today. Um, and I wanted to see if you could help me get the, the digital card. Yeah. Let me check on that for you. So Hospitality Staffing Solutions. What's your last four of your Social? Seven-nine-zero-nine. What was your first and last name again? I'm sorry. Eva Marton. And for security purposes, could you verify your home address, including city, state and zip code, Eva? 3465 Omeka Circle, Orlando, Florida 32837. And your date of birth? April 6, 1967. And a good telephone number has 407-417-2409? Yeah. And the email has wintergardenecigs@Gmail? Yeah. Okay. Um, well here, do you mind if I place you on a brief hold while I search up that information for you? Of course. Thank you. Okay. Hello, Eva. You still there? Yes. Awesome. Thank you so much for holding. So when I went to go search up the ID cards on the website, looks like the ID card isn't available just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I receive word back from my back office, I can give you a callback with a policy number. Um, but you did state you had a dentist appointment today. Is that correct? Yeah. Okay. So what you can do, you can still go to that dentist appointment. Um, you can just have that dental provider call us at Benefits in a Card, and we can let them know, "Hey, this member is currently active and provide eligibility." And just let them know we're waiting for the insurance carrier to generate policy numbers for you. So you, you still can be seen today. So the, the insurance, uh, carrier, is it MetLife? Um, no, that's for vision. Uh, dental is through American Public Life. American Public Life 'Cause I need to know that. They're probably gonna ask me. Okay. Um, but yes, if they do ask for more information, just give us our... Just give them our telephone number, the 497-4856 number, um, and then we can let them know, "Hey, you are currently active." And then provide whatever they need to know and just let them know we're waiting for the carrier to generate policy numbers for you. Okay. So they won't... How will they know what, um, what covers for today's visit or not or? Um, so that's when they call to provi- uh, to gain, to get eligibility. So we're gonna provide that information to them, let them know what you are covered for, what the insurance carrier will pay for those things, stuff like that. Okay. And that's American Public Life you said, right? Correct. Yes, ma'am. For the dental. All right. Thank you so much. You're welcome. You have a great day. Okay? You too. Bye. 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: Hi, Justin. Um, I am calling because I, um, I reactivated my dental and, uh... two weeks ago, and I see that, uh, they started taking the deduction from my paycheck, and I need the, the insurance card information 'cause I have a dentist appointment today. Um, and I wanted to see if you could help me get the, the digital card.

Speaker speaker_1: Yeah. Let me check on that for you. So Hospitality Staffing Solutions. What's your last four of your Social?

Speaker speaker_2: Seven-nine-zero-nine.

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

Speaker speaker_2: Eva Marton.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Eva?

Speaker speaker_2: 3465 Omeka Circle, Orlando, Florida 32837.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: April 6, 1967.

Speaker speaker_1: And a good telephone number has 407-417-2409?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email has wintergardenecigs@Gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, well here, do you mind if I place you on a brief hold while I search up that information for you?

Speaker speaker_2: Of course. Thank you.

Speaker speaker_1: Okay. Hello, Eva. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So when I went to go search up the ID cards on the website, looks like the ID card isn't available just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I receive word back from my back office, I can give you a callback with a policy number. Um, but you did state you had a dentist appointment today. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So what you can do, you can still go to that dentist appointment. Um, you can just have that dental provider call us at Benefits in a Card, and we can let them know, "Hey, this member is currently active and provide eligibility." And just let them know we're waiting for the insurance carrier to generate policy numbers for you. So you, you still can be seen today.

Speaker speaker_2: So the, the insurance, uh, carrier, is it MetLife?

Speaker speaker_1: Um, no, that's for vision. Uh, dental is through American Public Life.

Speaker speaker_2: American Public Life 'Cause I need to know that. They're probably gonna ask me.

Speaker speaker_1: Okay. Um, but yes, if they do ask for more information, just give us our... Just give them our telephone number, the 497-4856 number, um, and then we can let them know, "Hey, you are currently active." And then provide whatever they need to know and just let them know we're waiting for the carrier to generate policy numbers for you.

Speaker speaker_2: Okay. So they won't... How will they know what, um, what covers for today's visit or not or?

Speaker speaker_1: Um, so that's when they call to provi- uh, to gain, to get eligibility. So we're gonna provide that information to them, let them know what you are covered for, what the insurance carrier will pay for those things, stuff like that.

Speaker speaker_2: Okay. And that's American Public Life you said, right?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: For the dental. All right. Thank you so much.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: All right. Bye-bye.