

Transcript: Justin

Mills-6569706404364288-5828201842655232

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, Justin. The reason I'm calling, I'm, um, insured through you guys through a company I work for called MAU, and I wanted to check to make sure my insu- insurance was active and, um, ready for use 'cause every time I try to either go get medicine or anything like that, I, they always tell me that they can't verify my, that I have insurance when I get in the card numbers and stuff like that. So, I just wanted to make sure that everything was right and if there's anything else I need to do on my end. Um, yeah, let me check on that for you. So, MAU, what's the last four of your Social? 1346. And for security purposes, could you verify your home address, including city, state, and ZIP code, Timothy? It's, uh, 6300 Patron Place, Apartment 1334, uh, Colum- uh, not Columbia, Summerville, South Carolina 29485. And confirm your date of birth? 04-22-89. And a good telephone number you have is 843-364-9601? Correct. And the email you have is timothysmills@gmail? Correct. Okay. Um, so checking the calendar, you are currently active in the coverage for this week. However, quick question, what ID card are you providing the provider, the phar- pharmacy? So, this is for med- we're talking about medical insurance, right? Correct. Mm-hmm. Okay. I'm giving them... Give me one second. I have several here. I'm giving, uh, the one that says, "Member MAU Workforce Solutions," um, and the ID number, employee ID is D43732734. Is that your card? Okay. Um, so that's the ID card to show that you do have coverage. Um, let me search up the correct medical ID card and email that- Sure. ... to you 'cause that may be the reason why it's saying that you're not active or anything. Um- Okay. Well, I have a few, I have a few cards actually. Okay. Yeah, list them out for me if you don't mind. So, one is, one says, "Vision." It's under MetLife, so that wouldn't be this phone call, so never mind. That's a Vision two. Um, let me see here. I got these two. I have two that say, um, "Dental Group Voluntary Dental Through APL." I'm not... I don't think that's you all, I think. Um- Uh, no, sir. But that's for your dental. Um, do you have one that says, "Hospital Indemnity" on it by any chance? Yes. It says, "APL Limited Benefit Hospital Indemnity." Okay. So, that one should be the one that you should be providing them, um, and then if they're still giving you issues with it, um, have them call us at Benefits and a Card, and we can provide eligibility if need be. Okay. And, uh, for the dental, do I need to call another phone number to verify it? Uh, no, sir. You can just have them reach out to us, and we can ver- verify eligibility. Um, now regarding, now regarding, um, providers, um, there should be a number on the back for Carrington, I believe. Um, if not, I have that number if need be. Okay. I'll g- I'll give them a call. Okay. So, these other ones I got, well, I have two for vision, vision coverage, so okay, that's probably why. All right. So, if it's active, I'll, I'll just give them... I've been giving them the wrong card number, so that's my mistake. Okay. But yeah, I would just provide them with that Hospital Indemnity one, so they can search up the group name, the group number, and policy number, stuff like that. Okay. I'll

do that. All right. I appreciate it. You're welcome, Timothy. You have a great day, okay? Thank you. You too. All right. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, Justin. The reason I'm calling, I'm, um, insured through you guys through a company I work for called MAU, and I wanted to check to make sure my insurance was active and, um, ready for use 'cause every time I try to either go get medicine or anything like that, I, they always tell me that they can't verify my, that I have insurance when I get in the card numbers and stuff like that. So, I just wanted to make sure that everything was right and if there's anything else I need to do on my end.

Speaker speaker_0: Um, yeah, let me check on that for you. So, MAU, what's the last four of your Social?

Speaker speaker_1: 1346.

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

Speaker speaker_1: It's, uh, 6300 Patron Place, Apartment 1334, uh, Colum- uh, not Columbia, Summerville, South Carolina 29485.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 04-22-89.

Speaker speaker_0: And a good telephone number you have is 843-364-9601?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email you have is timothysmlls@gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so checking the calendar, you are currently active in the coverage for this week. However, quick question, what ID card are you providing the provider, the phar- pharmacy?

Speaker speaker_1: So, this is for med- we're talking about medical insurance, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Mm-hmm. Okay. I'm giving them... Give me one second. I have several here. I'm giving, uh, the one that says, "Member MAU Workforce Solutions," um, and the ID number, employee ID is D43732734. Is that your card?

Speaker speaker_0: Okay. Um, so that's the ID card to show that you do have coverage. Um, let me search up the correct medical ID card and email that-

Speaker speaker_1: Sure.

Speaker speaker_0: ... to you 'cause that may be the reason why it's saying that you're not active or anything. Um-

Speaker speaker_1: Okay. Well, I have a few, I have a few cards actually.

Speaker speaker_0: Okay. Yeah, list them out for me if you don't mind.

Speaker speaker_1: So, one is, one says, "Vision." It's under MetLife, so that wouldn't be this phone call, so never mind. That's a Vision two. Um, let me see here. I got these two. I have two that say, um, "Dental Group Voluntary Dental Through APL." I'm not... I don't think that's you all, I think. Um-

Speaker speaker_0: Uh, no, sir. But that's for your dental. Um, do you have one that says, "Hospital Indemnity" on it by any chance?

Speaker speaker_1: Yes. It says, "APL Limited Benefit Hospital Indemnity."

Speaker speaker_0: Okay. So, that one should be the one that you should be providing them, um, and then if they're still giving you issues with it, um, have them call us at Benefits and a Card, and we can provide eligibility if need be.

Speaker speaker_1: Okay. And, uh, for the dental, do I need to call another phone number to verify it?

Speaker speaker_0: Uh, no, sir. You can just have them reach out to us, and we can verify eligibility. Um, now regarding, now regarding, um, providers, um, there should be a number on the back for Carrington, I believe. Um, if not, I have that number if need be.

Speaker speaker_1: Okay. I'll g- I'll give them a call. Okay. So, these other ones I got, well, I have two for vision, vision coverage, so okay, that's probably why. All right. So, if it's active, I'll, I'll just give them... I've been giving them the wrong card number, so that's my mistake.

Speaker speaker_0: Okay. But yeah, I would just provide them with that Hospital Indemnity one, so they can search up the group name, the group number, and policy number, stuff like that.

Speaker speaker_1: Okay. I'll do that. All right. I appreciate it.

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

Speaker speaker_1: Thank you. You too. All right. Bye-bye.

Speaker speaker_0: All right. Bye-bye.