

Transcript: Justin

Mills-6608536105435136-5775306980638720

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. My name is Brianna Wilson, and I have two questions. Um, one, is it possible to have my card information sent electronically? Uh, let me check on that. Uh, what's that staffing agency you work for? Verstellla. And the last four of your Social? 6346. And for security purposes, could you verify your home address, including city, state and zip code, Brianna? Yes. 12316 28th Avenue Northeast, Apartment B320, Seattle, Washington 98125. And your date of birth? 07/17/93. And a good telephone number I have is 248-619-6481. Correct. And the email I have is briannawilson@outlook.com. Yes. Um, let's see here. Um, so yes. So, it looks like you became active in the coverage as of last Monday, the 24th, so you should be receiving physical ID cards this week. Um, however, I can place you on a brief hold real quick, uh, to search up the ID cards to email them to you. Do you mind if I do that for you? Yes, that's fine. Thank you. You're welcome. I'll be right back for you, okay? Mm-hmm. Okay. Hello, Brianna. You still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? All right. Thank you so much. And my second question was, um, I just wanted to verify if Benefits in a Card covered LabCorp testing. Um, now, that may be an insurance carrier question. Um, I can either provide you with their telephone number or transfer you over. Um, but I do know that your VIP+ bundle does cover hospitals, doctors and medications. Um, so I would assume that it would cover that doctor's visit through, uh, that LabCorp testing. Okay. Okay. And what is the insurance number to, like... Would, would you need to transfer me, or would I be able to call a number to verify? Um, I can, I can do both. I'll provide you with their number just to be on the safe side. All right. Give me one second. Okay. Hmm. Okay. What is their number? Okay, so the insurance carrier is American Public Life, and their telephone number is 800-256- Can you say that again? Oh. Um, yeah. American Public Life- I'm sorry, you're breaking up a little bit. I stated American Public Life. Yes. And their telephone number is 800- Okay. ... 256- Okay. ... 8606. All right. Thank you. And could you- You're welcome. ... try and transfer me over? Yeah. Bear with me one second, okay? All right. Thank you. You're welcome.

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. My name is Brianna Wilson, and I have two questions. Um, one, is it possible to have my card information sent electronically?

Speaker speaker_0: Uh, let me check on that. Uh, what's that staffing agency you work for?

Speaker speaker_1: Verstellla.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6346.

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

Speaker speaker_1: Yes. 12316 28th Avenue Northeast, Apartment B320, Seattle, Washington 98125.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/17/93.

Speaker speaker_0: And a good telephone number I have is 248-619-6481.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is briannawilson@outlook.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, let's see here. Um, so yes. So, it looks like you became active in the coverage as of last Monday, the 24th, so you should be receiving physical ID cards this week. Um, however, I can place you on a brief hold real quick, uh, to search up the ID cards to email them to you. Do you mind if I do that for you?

Speaker speaker_1: Yes, that's fine. Thank you.

Speaker speaker_0: You're welcome. I'll be right back for you, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Hello, Brianna. You still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_1: All right. Thank you so much. And my second question was, um, I just wanted to verify if Benefits in a Card covered LabCorp testing.

Speaker speaker_0: Um, now, that may be an insurance carrier question. Um, I can either provide you with their telephone number or transfer you over. Um, but I do know that your VIP+ bundle does cover hospitals, doctors and medications. Um, so I would assume that it would cover that doctor's visit through, uh, that LabCorp testing.

Speaker speaker_1: Okay. Okay. And what is the insurance number to, like... Would, would you need to transfer me, or would I be able to call a number to verify?

Speaker speaker_0: Um, I can, I can do both. I'll provide you with their number just to be on the safe side.

Speaker speaker_1: All right. Give me one second.

Speaker speaker_0: Okay.

Speaker speaker_1: Hmm. Okay. What is their number?

Speaker speaker_0: Okay, so the insurance carrier is American Public Life, and their telephone number is 800-256-

Speaker speaker_2: Can you say that again?

Speaker speaker_0: Oh. Um, yeah. American Public Life-

Speaker speaker_1: I'm sorry, you're breaking up a little bit.

Speaker speaker_0: I stated American Public Life.

Speaker speaker_1: Yes.

Speaker speaker_0: And their telephone number is 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8606.

Speaker speaker_1: All right. Thank you. And could you-

Speaker speaker_0: You're welcome.

Speaker speaker_1: ... try and transfer me over?

Speaker speaker_0: Yeah. Bear with me one second, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome.