

## Transcript: Justin

**Mills-6641866964516864-4697105454120960**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I'm having trouble currently checking in to my physical appointment. Um, the reason why I wanted to call you specifically is because I needed you to get me in touch with someone that I could speak to in regards to how this kind check-in woman can check me in with the correct insurance credentials that she needs in order to send off my information to. Okay. Um, I can, I can email ID cards and you can provide that information to the provider and they can put it in the system from there, if that's what they're needing. Uh-uh. No. They have my ID card. So they're having trouble checking you in? They're having trouble connecting my... Where do they... They don't know where to send the claim to. Okay. So they need a claims address. Okay. Let me try pulling your file and give you the correct one. Okay. What's the staffing agency you work for? PRC. And the last four of your social? 2631. And what was your first and last name again? I'm sorry. You never got it. You're fine. Alexander Hudson. And for security purposes, can you verify your home address, including city, state and zip code, Alexander? 174 Chester Avenue Southeast, 117 Atlanta, Georgia 30316. And your date of birth? 09/08/'94. And a good telephone number I have is 404-375-9936. That's correct. And the email I have is hudson@works@gmail? That's correct. Okay. Uh. Well, here. Do you mind if I place you on a brief hold while I obtain that, uh, claims address for you? Yes. Thank you. You're welcome. Hello, Alexander. You still there? Yes. Awesome. Thank you so much for holding. Um, so I have the claims address. Just let me know whenever you're ready. Yeah. Hang tight one moment. Go for it. Okay. So the claims address is PO Box 21704 in Eagan, that's E-A-G-A-N, Minnesota 55121. And is that working for you, ma'am? That's not working for her. What's the name of the service today? I'm sorry. What's the name of the company? American Public Life. American Public Life. Um, so it's a member ID number D43511 And this is her policy number. Um, what's my... What are you looking for? Um, the member ID number. What's the number? Is it the 025, the 137 or the D435? The medical ID... Uh, well, can you confirm the medical ID number please? Uh. Let's see. Now the member ID number, quick question. Did you hand them the card that said TRC Staffing on it or did it say American Public Life on it? It says American Public Life. Okay. Does it say Hospital Indemnity? No. Okay. So, so it may be- It says TRC Staffing. Yeah. So that one's just to let you know that you do have insurance offered through TRC Staffing. I may need to email you the correct medical ID card so she can put that in their system, because the one that they have provided- Yeah. ... was just a member ID number, just to let you know that you had insurance. But I can send you the correct medical ID card with the correct policy number, group number and other things like that as well. Okay. Could you send that to the email listed on file, please? Yeah. Just bear with me one second. Okay, Alexander? Thank you. You're welcome. Hello, Alexandria. Are you still there? I most

certainly am. Awesome. Thank you so much for holding. So I went ahead and emailed that-the correct medical ID card to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Would you mind staying on the phone till I get that? Yeah. No worries. Okay. So... Okay. Hold on one second. Let me make sure that I did not hand this to her earlier. I'm having a really hard time differentiating this between what I gave her. Okay. Mm-hmm. This is her card. It's the same card. Okay. So that is the same card? Oh, you're sure? Yes. Okay. Now, is that provider in network or out of network? This provider has a specialist that has been reported to me as in network. Okay. Uh, well, here, bear with me one second.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. I'm having trouble currently checking in to my physical appointment. Um, the reason why I wanted to call you specifically is because I needed you to get me in touch with someone that I could speak to in regards to how this kind check-in woman can check me in with the correct insurance credentials that she needs in order to send off my information to.

Speaker speaker\_1: Okay. Um, I can, I can email ID cards and you can provide that information to the provider and they can put it in the system from there, if that's what they're needing.

Speaker speaker\_2: Uh-uh. No. They have my ID card.

Speaker speaker\_1: So they're having trouble checking you in?

Speaker speaker\_2: They're having trouble connecting my... Where do they... They don't know where to send the claim to.

Speaker speaker\_1: Okay. So they need a claims address. Okay. Let me try pulling your file and give you the correct one.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What's the staffing agency you work for?

Speaker speaker\_2: PRC.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 2631.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: You never got it. You're fine. Alexander Hudson.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Alexander?

Speaker speaker\_2: 174 Chester Avenue Southeast, 117 Atlanta, Georgia 30316.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 09/08/'94.

Speaker speaker\_1: And a good telephone number I have is 404-375-9936.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is hudson@works@gmail?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. Uh. Well, here. Do you mind if I place you on a brief hold while I obtain that, uh, claims address for you?

Speaker speaker\_2: Yes. Thank you.

Speaker speaker\_1: You're welcome. Hello, Alexander. You still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. Um, so I have the claims address. Just let me know whenever you're ready.

Speaker speaker\_2: Yeah. Hang tight one moment. Go for it.

Speaker speaker\_1: Okay. So the claims address is PO Box 21704 in Eagan, that's E-A-G-A-N, Minnesota 55121.

Speaker speaker\_2: And is that working for you, ma'am? That's not working for her.

Speaker speaker\_3: What's the name of the service today? I'm sorry.

Speaker speaker\_2: What's the name of the company?

Speaker speaker\_1: American Public Life.

Speaker speaker\_3: American Public Life. Um, so it's a member ID number D43511

Speaker speaker\_4: And this is her policy number.

Speaker speaker\_3: Um, what's my... What are you looking for?

Speaker speaker\_4: Um, the member ID number. What's the number? Is it the 025, the 137 or the D435?

Speaker speaker\_2: The medical ID... Uh, well, can you confirm the medical ID number please?

Speaker speaker\_1: Uh. Let's see. Now the member ID number, quick question. Did you hand them the card that said TRC Staffing on it or did it say American Public Life on it?

Speaker speaker\_2: It says American Public Life.

Speaker speaker\_1: Okay. Does it say Hospital Indemnity?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. So, so it may be-

Speaker speaker\_2: It says TRC Staffing.

Speaker speaker\_1: Yeah. So that one's just to let you know that you do have insurance offered through TRC Staffing. I may need to email you the correct medical ID card so she can put that in their system, because the one that they have provided-

Speaker speaker\_3: Yeah.

Speaker speaker\_1: ... was just a member ID number, just to let you know that you had insurance. But I can send you the correct medical ID card with the correct policy number, group number and other things like that as well.

Speaker speaker\_2: Okay. Could you send that to the email listed on file, please?

Speaker speaker\_1: Yeah. Just bear with me one second. Okay, Alexander?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. Hello, Alexandria. Are you still there?

Speaker speaker\_2: I most certainly am.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I went ahead and emailed that- the correct medical ID card to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_2: Okay. Would you mind staying on the phone till I get that?

Speaker speaker\_1: Yeah. No worries.

Speaker speaker\_2: Okay. So... Okay. Hold on one second. Let me make sure that I did not hand this to her earlier. I'm having a really hard time differentiating this between what I gave her.

Speaker speaker\_1: Okay.

Speaker speaker\_5: Mm-hmm. This is her card.

Speaker speaker\_2: It's the same card.

Speaker speaker\_1: Okay. So that is the same card?

Speaker speaker\_5: Oh, you're sure?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Now, is that provider in network or out of network?

Speaker speaker\_2: This provider has a specialist that has been reported to me as in network.

Speaker speaker\_1: Okay. Uh, well, here, bear with me one second.