

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? Yes, how you doing today? My name is Alvin Woodard. Um, my app- I'm trying to get benefits tomorrow, Troy. Okay. What's the staffing agency you work for? Um, Integrity Trade Solutions. And the last four of your social? 0395. And what was your first and last name? Alvin Woodard. And for security purposes, could you verify your home address, including city, state and zip code, Alvin? Yes. 9645 South Crandon, Chicago, Illinois, 60617. And confirm your date of birth? November 18, 1990. And a good telephone number have his 872-352-6560? Yes. And the email have his al.woodard90 at gmail? Yes. Okay. Um, here, when did you start with, um, Integrity Trade Services? Um, Tuesday, I believe. Tuesday? Yeah. Okay. Because the only reason why I ask that is because I'm not seeing a most recent hire date on you. I'm seeing a hire date from 2019. So, what I have to do to cover my tracks, I have to email my back office, have them do an e-eligibility review on you. And then, once I do receive word back from my back office, I can give you a call back, letting you know their response. Okay. Okay. Okay. Um- Okay. But is that 352-6560 a good callback number for you? Yes. Um, actually, uh, I've... I'm at work now, going to work now. Okay. So I probably... If you call back, if you call back in the next hour or two, I'll be at work. I wouldn't have my phone. It'd probably be best to call me during the day time. Okay. Um, yeah. So if I'm unable to reach you, I will leave a voicemail. However, did you receive a benefit guide through Integrity by any chance or no? Oh. On the app they have... Yes. Yes, I did. I'm sorry. I do got the paper ass over. Okay. Uh, because I was going to email you a copy of the benefit guide, just so you have it or something to look at while you're waiting. You can send me everything. I appreciate that. Okay. Yeah. Um, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits in a card dot com. Okay? Okay. Okay. So like I said, let me reach out to my back office, have them confirm eligibility for you. And then, once I do receive word back, I'll give you that call back. Okay, Alvin? Okay. Um, just a quick question. Yes. I have... I'm, I'm mainly trying to get dental right now. I have braces. And, um, they're actually ready to come off. So I was wondering how do I go about that with you guys? Um, so let's see. Um, so I won't know anything unless I've received... Until I receive word back from my back office. However, regarding the dental coverage, um, I do know it covers all of your preventative visits. So like your, uh, basic cleanings, checkups or X-rays once per six months. However, when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Um, however there's an annual maximum. Let me see. How did they do this? So there's an annual maximum of, of \$1,000 that could be used for any services. When you said, that's an annual right now? For any services. So how much is the deductible? Uh, let's see. For individual, \$50. So I have to pay \$50? Correct. Okay. Okay. And will you guys cover the, um, the removal of the braces? Um, so that may be more of a

carrier question, because looking at the benefit guide, it just says preventative at 100%, which I just listed off, like basic cleanings, checkups, stuff like that. Um, basic cleanings and basic restoratives, uh, radiographs and stuff like that is covered in the... in the benefit guide. But I mean, I can provide you with the insurance carrier's telephone number if you have more in-depth questions. Yes, I'd appreciate that. Okay. Um, so let's see here. And just let me know whenever you're ready. I'm ready. Okay. So the insurance carrier is American Public Life. That's a number you said? No, that's the name of the insurance carrier. American Public Life. American Public Life. And then our teleph- Yes. And then the telephone number is 800-256-8606. 800-256-8606. Correct. Okay. Okay. Um, but is there anything else I could help you out with today until I receive word back from my back office? Uh, no. I can wait, I just- Awesome. So, like I said, once I do receive word back, I'll give you that call back. Okay, Alvin? All right. Thanks. You're welcome. You have a great day, okay? Sounds good. Okay. Cool. All right. 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: Yes, how you doing today? My name is Alvin Woodard. Um, my app- I'm trying to get benefits tomorrow, Troy.

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

Speaker speaker_1: Um, Integrity Trade Solutions.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0395.

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

Speaker speaker_1: Alvin Woodard.

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

Speaker speaker_1: Yes. 9645 South Crandon, Chicago, Illinois, 60617.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: November 18, 1990.

Speaker speaker_0: And a good telephone number have his 872-352-6560?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have his al.woodard90 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, here, when did you start with, um, Integrity Trade Services?

Speaker speaker_1: Um, Tuesday, I believe.

Speaker speaker_0: Tuesday?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Because the only reason why I ask that is because I'm not seeing a most recent hire date on you. I'm seeing a hire date from 2019. So, what I have to do to cover my tracks, I have to email my back office, have them do an e-eligibility review on you. And then, once I do receive word back from my back office, I can give you a call back, letting you know their response.

Speaker speaker_1: Okay. Okay. Okay. Um-

Speaker speaker_0: Okay. But is that 352-6560 a good callback number for you?

Speaker speaker_1: Yes. Um, actually, uh, I've... I'm at work now, going to work now.

Speaker speaker_0: Okay.

Speaker speaker_1: So I probably... If you call back, if you call back in the next hour or two, I'll be at work. I wouldn't have my phone. It'd probably be best to call me during the day time.

Speaker speaker_0: Okay. Um, yeah. So if I'm unable to reach you, I will leave a voicemail. However, did you receive a benefit guide through Integrity by any chance or no?

Speaker speaker_1: Oh. On the app they have... Yes. Yes, I did. I'm sorry. I do got the paper ass over.

Speaker speaker_0: Okay. Uh, because I was going to email you a copy of the benefit guide, just so you have it or something to look at while you're waiting.

Speaker speaker_1: You can send me everything. I appreciate that.

Speaker speaker_0: Okay. Yeah. Um, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits in a card dot com. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So like I said, let me reach out to my back office, have them confirm eligibility for you. And then, once I do receive word back, I'll give you that call back. Okay, Alvin?

Speaker speaker_1: Okay. Um, just a quick question.

Speaker speaker_0: Yes.

Speaker speaker_1: I have... I'm, I'm mainly trying to get dental right now. I have braces. And, um, they're actually ready to come off. So I was wondering how do I go about that with you guys?

Speaker speaker_0: Um, so let's see. Um, so I won't know anything unless I've received... Until I receive word back from my back office. However, regarding the dental coverage, um, I do know it covers all of your preventative visits. So like your, uh, basic cleanings, checkups or X-rays once per six months. However, when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Um, however there's an annual maximum. Let me see. How did they do this? So there's an annual maximum of, of \$1,000 that could be used for any services.

Speaker speaker_1: When you said, that's an annual right now?

Speaker speaker_0: For any services.

Speaker speaker_1: So how much is the deductible?

Speaker speaker_0: Uh, let's see. For individual, \$50.

Speaker speaker_1: So I have to pay \$50?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Okay. And will you guys cover the, um, the removal of the braces?

Speaker speaker_0: Um, so that may be more of a carrier question, because looking at the benefit guide, it just says preventative at 100%, which I just listed off, like basic cleanings, checkups, stuff like that. Um, basic cleanings and basic restoratives, uh, radiographs and stuff like that is covered in the... in the benefit guide. But I mean, I can provide you with the insurance carrier's telephone number if you have more in-depth questions.

Speaker speaker_1: Yes, I'd appreciate that.

Speaker speaker_0: Okay. Um, so let's see here. And just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay. So the insurance carrier is American Public Life.

Speaker speaker_1: That's a number you said?

Speaker speaker_0: No, that's the name of the insurance carrier. American Public Life.

Speaker speaker_1: American Public Life.

Speaker speaker_0: And then our teleph- Yes. And then the telephone number is 800-256-8606.

Speaker speaker_1: 800-256-8606.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but is there anything else I could help you out with today until I receive word back from my back office?

Speaker speaker_1: Uh, no. I can wait, I just-

Speaker speaker_0: Awesome. So, like I said, once I do receive word back, I'll give you that call back. Okay, Alvin?

Speaker speaker_1: All right. Thanks.

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

Speaker speaker_1: Sounds good.

Speaker speaker_2: Okay. Cool.

Speaker speaker_0: All right. Bye-bye.