

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, um, I work with Lingo Staffing and we were just recently switched onto Benefits in a Card. I was hoping to call and get some information about my insurance card. What's the last four of your social? 6081. First name? Alexis. Last name? Dunsky. For security purposes, could you verify your address and date of birth for me? Of course. It is... My address is 129 Dovetail Lane, and my date of birth is June 17th, 2002. Do I need to see your state and zip code as well? Uh, uh, it is Georgetown, Texas, uh, 78628. Thank you. So we got your phone number, 254-432-2733? That is correct. There's another phone number on file to 254-371-3750? That is also a valid phone number. Right. And then I have, uh, email at adunsky3003@gmail.com? That's correct. And another email at dunsky33@yahoo.com? That's correct. Thank you. All right. So it looks like your coverage just became active this Monday. I can see if your cards are available, but typically digital copies aren't available until around Thursday or Friday. You mind if I- Okay. ... push for a brief load to see if those are available? Of course, no problem. Thank you. I told the doctor like... doing like a physical. Hey. Are you there, Ms. Dunsky? Yeah, I'm still here. All right. So it doesn't look like any of the information has been generated yet, but I know it ta- physically it takes one to two weeks for your, uh, your physical card to get to you. Okay. Okay. So th- there's no, like, no group number, no member ID yet? Not just yet. No, ma'am. Unfortunately. Okay. So I'm waiting... I just emailed the back office to see if there's any information that we'll be able to get. If I'm able- Okay. ... to obtain anything before Thursday or Friday, I'd give you a call back- Okay. ... and let you know. All right. I, I would appreciate that. No problem, Miss Alexis. Was there anything else I could help you with today? Sorry. Yes. Hold on one second. Just a question here. Yes. So you're not really covered yet. Uh-huh. If you can't use insurance, what... how would, how would you go about getting... going to a visit if you don't have any insurance information? Um, h- how would I go to the doctor? Do I just wait until they give me the information on Thursday or Friday? So you do have active coverage. You should be able to use it. It's just... so what you have to do is file a claim once you do have your information- Okay. ... because your cover started on Monday. Okay. So you have active cover. You just don't have your card information. So are you covered for urgent care or any type of... anything like that? Am I covered for urgent care? So the plan that you have... you have the VIP Classic and the dental. The VIP Classic- Mm-hmm. ... covers, like, doctors, hospitals and prescriptions. I'm not the car- we're not the carrier, so I wouldn't be able to tell you what specifically is covered. Okay. I could give you the carrier's phone number and they'll be able- Yes, please. ... to tell you specifically if it's covered. Yes, please. Then I'm ready to write down the number. All right. It's 1-800- Okay. ... 856- Okay. ... 8606. And you want to hit option four to speak with a representative. All right. Okay. Please remember to- And I can also send you the benefits guide if you would like to look at that as well. It gives you-

Sure. Yes, please. It has more detailed information. Which email would you like me to send it to? The aduneski3003@gmail.com. All right. Ma'am, if I put you on brief hold while I get that to you? Of course, no problem. Thank you. Hi. Hi. I just sent that to your email. Could you confirm that you received it? Let me check right now. Yes, I received it. All right. Well, was there anything else I could help you with today, Miss Alexis? Could you also tell me the name of the carrier? Is it Benefits In a Card? No, ma'am. It'll be American Public Life. What was the name? Say it one more time. It'll be American Public Life. Okay. Thank you so much. No problem. Thanks for calling Benefits In a Card. Hope you have a great rest of your week. Of course. Thank you so much. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, um, I work with Lingo Staffing and we were just recently switched onto Benefits in a Card. I was hoping to call and get some information about my insurance card.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 6081.

Speaker speaker_0: First name?

Speaker speaker_1: Alexis.

Speaker speaker_0: Last name?

Speaker speaker_1: Dunskey.

Speaker speaker_0: For security purposes, could you verify your address and date of birth for me?

Speaker speaker_1: Of course. It is... My address is 129 Dovetail Lane, and my date of birth is June 17th, 2002.

Speaker speaker_0: Do I need to see your state and zip code as well?

Speaker speaker_1: Uh, uh, it is Georgetown, Texas, uh, 78628.

Speaker speaker_0: Thank you. So we got your phone number, 254-432-2733?

Speaker speaker_1: That is correct.

Speaker speaker_0: There's another phone number on file to 254-371-3750?

Speaker speaker_1: That is also a valid phone number.

Speaker speaker_0: Right. And then I have, uh, email at adunsky3003@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: And another email at dunsky33@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Thank you. All right. So it looks like your coverage just became active this Monday. I can see if your cards are available, but typically digital copies aren't available until around Thursday or Friday. You mind if I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... push for a brief load to see if those are available?

Speaker speaker_1: Of course, no problem.

Speaker speaker_0: Thank you.

Speaker speaker_1: I told the doctor like... doing like a physical.

Speaker speaker_0: Hey. Are you there, Ms. Dunsky?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: All right. So it doesn't look like any of the information has been generated yet, but I know it ta- physically it takes one to two weeks for your, uh, your physical card to get to you.

Speaker speaker_1: Okay. Okay. So th- there's no, like, no group number, no member ID yet?

Speaker speaker_0: Not just yet. No, ma'am. Unfortunately.

Speaker speaker_1: Okay.

Speaker speaker_0: So I'm waiting... I just emailed the back office to see if there's any information that we'll be able to get. If I'm able-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to obtain anything before Thursday or Friday, I'd give you a call back-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and let you know.

Speaker speaker_1: All right. I, I would appreciate that.

Speaker speaker_0: No problem, Miss Alexis. Was there anything else I could help you with today?

Speaker speaker_2: Sorry.

Speaker speaker_1: Yes. Hold on one second.

Speaker speaker_2: Just a question here.

Speaker speaker_0: Yes.

Speaker speaker_2: So you're not really covered yet.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: If you can't use insurance, what... how would, how would you go about getting... going to a visit if you don't have any insurance information?

Speaker speaker_1: Um, h- how would I go to the doctor? Do I just wait until they give me the information on Thursday or Friday?

Speaker speaker_0: So you do have active coverage. You should be able to use it. It's just... so what you have to do is file a claim once you do have your information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... because your cover started on Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: So you have active cover. You just don't have your card information.

Speaker speaker_2: So are you covered for urgent care or any type of... anything like that?

Speaker speaker_1: Am I covered for urgent care?

Speaker speaker_0: So the plan that you have... you have the VIP Classic and the dental. The VIP Classic-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... covers, like, doctors, hospitals and prescriptions. I'm not the car- we're not the carrier, so I wouldn't be able to tell you what specifically is covered.

Speaker speaker_1: Okay.

Speaker speaker_0: I could give you the carrier's phone number and they'll be able-

Speaker speaker_1: Yes, please.

Speaker speaker_0: ... to tell you specifically if it's covered.

Speaker speaker_1: Yes, please. Then I'm ready to write down the number.

Speaker speaker_0: All right. It's 1-800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 856-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8606. And you want to hit option four to speak with a representative.

Speaker speaker_1: All right.

Speaker speaker_2: Okay. Please remember to-

Speaker speaker_0: And I can also send you the benefits guide if you would like to look at that as well. It gives you-

Speaker speaker_1: Sure. Yes, please.

Speaker speaker_0: It has more detailed information. Which email would you like me to send it to?

Speaker speaker_1: The aduneski3003@gmail.com.

Speaker speaker_0: All right. Ma'am, if I put you on brief hold while I get that to you?

Speaker speaker_1: Of course, no problem.

Speaker speaker_0: Thank you.

Speaker speaker_1: Hi.

Speaker speaker_0: Hi. I just sent that to your email. Could you confirm that you received it?

Speaker speaker_1: Let me check right now. Yes, I received it.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Miss Alexis?

Speaker speaker_1: Could you also tell me the name of the carrier? Is it Benefits In a Card?

Speaker speaker_0: No, ma'am. It'll be American Public Life.

Speaker speaker_2: What was the name?

Speaker speaker_1: Say it one more time.

Speaker speaker_0: It'll be American Public Life.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling Benefits In a Card. Hope you have a great rest of your week.

Speaker speaker_1: Of course. Thank you so much. Bye.

Speaker speaker_0: Bye.