

Transcript: Malcolm

Nash-6721462982361088-6463999573966848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Cart ... Yes, hi. Um, I signed up in July, um, for benefits in a card and I haven't needed to use anything. Now I just went, um, to the doctor's office, and, um, I ac- I, I paid for the doctor's visit out of pocket, and I'm wondering if, um, like are labs covered? My doctor wants to order labs and I'm trying to figure out... I, I don't have a... I never received a physical card for, uh, the Insurance Plus Enhanced. I received a card for dental and for vision, but not for anything else. So, I, I wasn't sure. What staffing company do you work for? Oxford. What's the last four of your Social? 2951. First name? Uh, Kim or Kimberly. Last name? Herbert. Herbert. H-E-R-B-E-R-T. For security purposes, can you verify your address and date of birth for me? 436 West King Street, Strasburg, Virginia 22657. 5667. Thank you. So we got your phone number, 540-331-0968? Correct. And your email is ksh.cpc@protonmail.com? Correct. Thank you. So, with the medical card it's typically sent via email unless you call in and request a physical one. Okay. Well, I mean, I guess this expires at the end of December, right? What does? Um, like the insurance plan? Like the car- What do you mean it expires? Well, the insurance is good for the year, right? Until December 31st and then I would get a new card or whatever? You wouldn't get a new card, it'd just roll over. Okay. Well, okay. So I don't have a physical- Go ahead. Well my question is, is that when I look at the benefits, it says diagnostic testing is \$250 a year and wellness exam or test \$75 a year. So, I'm wondering if that \$250 would cover labs that my doctor just ordered? So I wouldn't be able to answer that question because we're not the carrier. Your carrier is American Public Life. I can give you their phone number if you wanted to ask them directly. Okay. Let me write that down. And did you want me to send you your medical card in your email and then request the physical one as well? Uh, sure. American Public Life you said? Yes, ma'am. And that's for the Insurance Plus Enhanced? Yes, ma'am. Okay. All right. I'm ready for that phone number. Okay. So that phone number is 1-800-256- Mm-hmm. Mm-hmm. ...8606. And you want to hit option four to speak with a representative. Okay. All right. All right, thank you very much. No problem. So just to confirm, is that 436 West King Street an apartment or a home? It's a home. And is there, is there a PO box or anything? No. Okay. I just want to make sure when I get the ID card sent to your home, that the physical ones will take one to two weeks, and the m- the one I'm sending email you should receive within 10 minutes. Okay. Thank you very much. No problem. Was there anything else I can help you with today, Ms. Herbert? Nope. That's it. Thank you. No problem. Thanks for calling Benefits in a Cart. I hope you have a great weekend. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Cart ...

Speaker speaker_2: Yes, hi. Um, I signed up in July, um, for benefits in a card and I haven't needed to use anything. Now I just went, um, to the doctor's office, and, um, I ac- I, I paid for the doctor's visit out of pocket, and I'm wondering if, um, like are labs covered? My doctor wants to order labs and I'm trying to figure out... I, I don't have a... I never received a physical card for, uh, the Insurance Plus Enhanced. I received a card for dental and for vision, but not for anything else. So, I, I wasn't sure.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 2951.

Speaker speaker_1: First name?

Speaker speaker_2: Uh, Kim or Kimberly.

Speaker speaker_1: Last name?

Speaker speaker_2: Herbert. Herbert. H-E-R-B-E-R-T.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 436 West King Street, Strasburg, Virginia 22657. 5667.

Speaker speaker_1: Thank you. So we got your phone number, 540-331-0968?

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is ksh.cpc@protonmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. So, with the medical card it's typically sent via email unless you call in and request a physical one.

Speaker speaker_2: Okay. Well, I mean, I guess this expires at the end of December, right?

Speaker speaker_1: What does?

Speaker speaker_2: Um, like the insurance plan? Like the car-

Speaker speaker_1: What do you mean it expires?

Speaker speaker_2: Well, the insurance is good for the year, right? Until December 31st and then I would get a new card or whatever?

Speaker speaker_1: You wouldn't get a new card, it'd just roll over.

Speaker speaker_2: Okay. Well, okay. So I don't have a physical-

Speaker speaker_1: Go ahead.

Speaker speaker_2: Well my question is, is that when I look at the benefits, it says diagnostic testing is \$250 a year and wellness exam or test \$75 a year. So, I'm wondering if that \$250 would cover labs that my doctor just ordered?

Speaker speaker_1: So I wouldn't be able to answer that question because we're not the carrier. Your carrier is American Public Life. I can give you their phone number if you wanted to ask them directly.

Speaker speaker_2: Okay. Let me write that down.

Speaker speaker_1: And did you want me to send you your medical card in your email and then request the physical one as well?

Speaker speaker_2: Uh, sure. American Public Life you said?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And that's for the Insurance Plus Enhanced?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All right. I'm ready for that phone number.

Speaker speaker_1: Okay. So that phone number is 1-800-256- Mm-hmm. Mm-hmm. ...8606. And you want to hit option four to speak with a representative.

Speaker speaker_2: Okay. All right. All right, thank you very much.

Speaker speaker_1: No problem. So just to confirm, is that 436 West King Street an apartment or a home?

Speaker speaker_2: It's a home.

Speaker speaker_1: And is there, is there a PO box or anything?

Speaker speaker_2: No.

Speaker speaker_1: Okay. I just want to make sure when I get the ID card sent to your home, that the physical ones will take one to two weeks, and the m- the one I'm sending email you should receive within 10 minutes.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Ms. Herbert?

Speaker speaker_2: Nope. That's it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Cart. I hope you have a great weekend.

Speaker speaker_2: You too.