

## Transcript: Pamela

**Blanc-5422559438356480-5105553891704832**

### Full Transcript

Thank you for calling Benefits Center Card. This is speaking. How may I help you today? Hi, there. Um, I was apparently enrolled in coverage starting yesterday, and I'm trying to get a copy of my digital ID card, or an ID card in general. Um, and I'm clicking the email ID card, but it says, "Alert, the digital ID card is not yet available." Okay, so if the benefits started yesterday... Yes. Um, the ID card will, won't be available yet. It, it usually takes 74 hours. That will, it will be probably tomorrow or Thursday when they- Uh-huh. ... are actually available in the system. Um- Okay. Of course, I'm going to the doctor tomorrow morning, so I was hoping to have it. But let me ask you this. Okay, so let... Who do you work for? Creative Circle. Okay, let me get, um, the last four digits of your Social Security so I can put up your file. Okay, sure. It's 3880. 3880. Your first and last name, ma'am? Elizabeth Glander. Okay. Ms. Glander, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? Sure, um, address is 408 East 92nd Street, Apartment 28D, as in dog, New York, New York, 10128. Birthday is 4/24/92. So we have the phone number on file, 714-336-2537. 336-2537, yep. Okay, and the email is eglander@... Um- Yes, eaglander@gmail.com, yep. Okay, so let me... Yeah, the benefits are active. I'm gonna double-check on the ID card, um, just in case, um, we're lucky and it's there, but it usually takes 72 hours. But if it's not available, then tomorrow when you're at your doctor's office, you could like give them, give them this same number you're calling us today- Okay. ... and we'll let them know here so your benefits are active. Um, we could provide them with the address where they could cancel/meet the claim, or we- Okay. ... could also check if the ID are available. I'm checking if, uh, at least we have a policy number, so you can provide that- Yeah. ... to our services. If not, like I said, um, we should have at least a policy number by tomorrow, and, um, see, I think we're gonna be lucky. But I do have a policy number for your hospital indemnity. Okay. Uh, uh- This works well for medical or for dental. Only for dental, you said? No, no, you going in there for medical? Yes. Okay, so I could give you the... A policy number. Oh, that would be helpful. Yeah. Okay, um, just one second. Um... No problem. Okay, sure, I'm ready. All right, it's 259- Okay. 2661. Okay. Insurance name is American Public Life, APL. Okay. And then, if they said anything, you could provide them with the number, give us a call, and we'll go get them the rest information where to submit the claim. Okay. All right? When you get off- Is, now am I able, am I able to do that with, um, like another doctor that I wanted to check on... Yeah. ... if I'm covered or... Like besides the one I'm going to tomorrow? You wanna see if it's in network or if you- Yeah. Okay. If it's in network, I could provide you a phone number or a website that you could check. Um- Okay. And same thing. If you going to see the doctor, you could give them the policy number. Um- Okay. So the phone number will be, for Multiplan, 800-457-1403. Okay, perfect. Okay, and oh, um, there you, I believe they will ask you for your CIP code. Uh-huh. And then they will be

able to find the doctors. Okay. Anything else I could do for you? Um, I think that's it. Thank you. Bye-bye. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is speaking. How may I help you today?

Speaker speaker\_1: Hi, there. Um, I was apparently enrolled in coverage starting yesterday, and I'm trying to get a copy of my digital ID card, or an ID card in general. Um, and I'm clicking the email ID card, but it says, "Alert, the digital ID card is not yet available."

Speaker speaker\_0: Okay, so if the benefits started yesterday...

Speaker speaker\_1: Yes.

Speaker speaker\_0: Um, the ID card will, won't be available yet. It, it usually takes 74 hours. That will, it will be probably tomorrow or Thursday when they-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... are actually available in the system. Um-

Speaker speaker\_1: Okay. Of course, I'm going to the doctor tomorrow morning, so I was hoping to have it.

Speaker speaker\_0: But let me ask you this. Okay, so let... Who do you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: Okay, let me get, um, the last four digits of your Social Security so I can put up your file.

Speaker speaker\_1: Okay, sure. It's 3880.

Speaker speaker\_0: 3880. Your first and last name, ma'am?

Speaker speaker\_1: Elizabeth Glander.

Speaker speaker\_0: Okay. Ms. Glander, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker\_1: Sure, um, address is 408 East 92nd Street, Apartment 28D, as in dog, New York, New York, 10128. Birthday is 4/24/92.

Speaker speaker\_0: So we have the phone number on file, 714-336-2537.

Speaker speaker\_1: 336-2537, yep.

Speaker speaker\_0: Okay, and the email is eglander@... Um-

Speaker speaker\_1: Yes, eaglander@gmail.com, yep.

Speaker speaker\_0: Okay, so let me... Yeah, the benefits are active. I'm gonna double-check on the ID card, um, just in case, um, we're lucky and it's there, but it usually takes 72 hours. But if it's not available, then tomorrow when you're at your doctor's office, you could like give them, give them this same number you're calling us today-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and we'll let them know here so your benefits are active. Um, we could provide them with the address where they could cancel/meet the claim, or we-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... could also check if the ID are available. I'm checking if, uh, at least we have a policy number, so you can provide that-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... to our services. If not, like I said, um, we should have at least a policy number by tomorrow, and, um, see, I think we're gonna be lucky. But I do have a policy number for your hospital indemnity.

Speaker speaker\_1: Okay. Uh, uh-

Speaker speaker\_0: This works well for medical or for dental.

Speaker speaker\_1: Only for dental, you said?

Speaker speaker\_0: No, no, you going in there for medical?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I could give you the... A policy number.

Speaker speaker\_1: Oh, that would be helpful.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay, um, just one second. Um...

Speaker speaker\_0: No problem.

Speaker speaker\_1: Okay, sure, I'm ready.

Speaker speaker\_0: All right, it's 259-

Speaker speaker\_1: Okay.

Speaker speaker\_0: 2661.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Insurance name is American Public Life, APL.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then, if they said anything, you could provide them with the number, give us a call, and we'll go get them the rest information where to submit the claim.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? When you get off-

Speaker speaker\_1: Is, now am I able, am I able to do that with, um, like another doctor that I wanted to check on...

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... if I'm covered or... Like besides the one I'm going to tomorrow?

Speaker speaker\_0: You wanna see if it's in network or if you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. If it's in network, I could provide you a phone number or a website that you could check. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: And same thing. If you going to see the doctor, you could give them the policy number. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: So the phone number will be, for Multiplan, 800-457-1403.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: Okay, and oh, um, there you, I believe they will ask you for your CIP code.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And then they will be able to find the doctors.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Anything else I could do for you?

Speaker speaker\_1: Um, I think that's it. Thank you.

Speaker speaker\_0: Bye-bye. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye-bye.