

## **Transcript: Pamela**

**Blanc-5733122511912960-5080069161009152**

### **Full Transcript**

Thank you for calling Benefits and Accords. This is... Hello, um, this is Julie. Um, I have a few questions about my insurance card. I'm trying to retrieve my dental insurance policy number. Okay. It's regarding your dental, you said? I'm sorry, what did you say? You're finding information of- Yeah. ... um, regarding your medical? Yes, yes, regarding my dental. Okay. And who do you work for, ma'am? I work for HSS Hospitality, Housing, Staffing Solutions. And your social? Yeah, I'm sorry? The last four digits of your social. Okay, one second. It's 6367. Your first and last name? Julie Flowers. J-U-L-I-E F-L-O-W-E-R-S. Ms. Flowers, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. My date of birth is December 9th, 2003. And my address is 958 Marlboro Street. And where is this located? I need the complete address. Oh. Philadelphia, Pennsylvania. 1-9... 125 is the ZIP code. Yeah, we have a phone number on file, 251-0747. Yes. And your email is your last name, J413@gmail.com? Is it... Um, can you repeat the email, please? Your last name, letter J, O-S-H- Yes. ... three, @gmail.com. Yes, correct. It is. All right. And what is it that you need to know about your medical... I mean, I'm sorry, about your dental? So, um, basically, I'm trying to set this appointment. They're asking for my insurance. I believe I do have... Because all I had was a, um, a physical card of a Group Voluntary Dental, which is, like, I guess, a discount plan. Oh. So I was trying to... Yeah, so I was trying to see if I actually do have the dental insurance, because I, I never got the physical card, you know? And they're not trying to accept this, this one that I have, which is a Group Voluntary Dental. But when I... But when you did make an appointment with them. Sorry. Go ahead. But when I did make an appointment with another dentistry, they had said I do have, um, insurance with them, well, my dental insurance with them, through, um, A-A-D-P, I mean, APL. Sorry. APL? Yeah. And... So the ID card you got that says Group Voluntary Dental- Yeah. ... that is your dental ID card for APL? So this works as an insurance card as well or is it a discount plan? No, that's your ID card. So it says Carrington on the top- Yeah. ... next to APL? Yeah, that's your ID card. Really? Okay. It's got your policy and group number there. Yeah, I see it. But I'll... I just gotta figure out why they're not accepting it, because they're, they're not... They're, they basically told me it's a discount plan, that they, they don't use this one. So maybe they, this specifically, specifically dental accepted insurance. Yeah. Uh, that is your... If anything, you could have them call, um, the phone number for APL. Okay. And it's on the card as well. It's 256-8606. Okay. All right? Okay. All right. Thank you. Anything else I can do for you? Um, no, that's it. All right, thank you for giving us a call. Have a good day, sir. Thank you. Bye. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accords. This is...

Speaker speaker\_1: Hello, um, this is Julie. Um, I have a few questions about my insurance card. I'm trying to retrieve my dental insurance policy number.

Speaker speaker\_0: Okay. It's regarding your dental, you said?

Speaker speaker\_1: I'm sorry, what did you say?

Speaker speaker\_0: You're finding information of-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: ... um, regarding your medical?

Speaker speaker\_1: Yes, yes, regarding my dental.

Speaker speaker\_0: Okay. And who do you work for, ma'am?

Speaker speaker\_1: I work for HSS Hospitality, Housing, Staffing Solutions.

Speaker speaker\_0: And your social?

Speaker speaker\_1: Yeah, I'm sorry?

Speaker speaker\_0: The last four digits of your social.

Speaker speaker\_1: Okay, one second. It's 6367.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Julie Flowers. J-U-L-I-E F-L-O-W-E-R-S.

Speaker speaker\_0: Ms. Flowers, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Okay. My date of birth is December 9th, 2003. And my address is 958 Marlboro Street.

Speaker speaker\_0: And where is this located? I need the complete address.

Speaker speaker\_1: Oh. Philadelphia, Pennsylvania. 1-9... 125 is the ZIP code.

Speaker speaker\_0: Yeah, we have a phone number on file, 251-0747.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is your last name, J413@gmail.com?

Speaker speaker\_1: Is it... Um, can you repeat the email, please?

Speaker speaker\_0: Your last name, letter J, O-S-H-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... three, @gmail.com.

Speaker speaker\_1: Yes, correct. It is.

Speaker speaker\_0: All right. And what is it that you need to know about your medical... I mean, I'm sorry, about your dental?

Speaker speaker\_1: So, um, basically, I'm trying to set this appointment. They're asking for my insurance. I believe I do have... Because all I had was a, um, a physical card of a Group Voluntary Dental, which is, like, I guess, a discount plan.

Speaker speaker\_0: Oh.

Speaker speaker\_1: So I was trying to... Yeah, so I was trying to see if I actually do have the dental insurance, because I, I never got the physical card, you know? And they're not trying to accept this, this one that I have, which is a Group Voluntary Dental. But when I...

Speaker speaker\_0: But when you did make an appointment with them.

Speaker speaker\_1: Sorry.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: But when I did make an appointment with another dentistry, they had said I do have, um, insurance with them, well, my dental insurance with them, through, um, A-A-D-P, I mean, APL. Sorry.

Speaker speaker\_0: APL?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And... So the ID card you got that says Group Voluntary Dental-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... that is your dental ID card for APL?

Speaker speaker\_1: So this works as an insurance card as well or is it a discount plan?

Speaker speaker\_0: No, that's your ID card. So it says Carrington on the top-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... next to APL? Yeah, that's your ID card.

Speaker speaker\_1: Really? Okay.

Speaker speaker\_0: It's got your policy and group number there.

Speaker speaker\_1: Yeah, I see it. But I'll... I just gotta figure out why they're not accepting it, because they're, they're not... They're, they basically told me it's a discount plan, that they, they don't use this one.

Speaker speaker\_0: So maybe they, this specifically, specifically dental accepted insurance.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Uh, that is your... If anything, you could have them call, um, the phone number for APL.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it's on the card as well. It's 256-8606.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay. All right. Thank you.

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

Speaker speaker\_1: Um, no, that's it.

Speaker speaker\_0: All right, thank you for giving us a call. Have a good day, sir.

Speaker speaker\_1: Thank you. Bye. You too. Bye.