

Transcript: Pamela

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Full Transcript

Hello, Benefits in a Card, this is Pamela speaking. How may I help you? Uh, yes, ma'am. My name's, uh, Corey Evans. Um, I'm just trying to see who's the provider for this company? So we are the administrator for the health insurance, so you're trying to find out who's the carrier? Yes, ma'am. So they run through American Republic Life or 90 Degree IMA. You said American Republic? Public Life. American Republic is Life? Public. It's a Public Life. American Public Life. Okay. And what was the other one? IMA 90 Degree. Okay, um, can you give me my policy number? I will need to know who you work for, the last four digits of your num- your social force and last name. Um, I work for Surge Staffing and my name is Corey Evans, and the last four is 8506. 5806? 8506. Mr. Evans, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? Uh, 120 Gravel Pit Road, Cannon, Alabama, uh, 5292. Do you know the ZIP code in your area? Oh, 36726. Thank you for the information. We have a telephone number on file, 205-427-7384. And your emails, your first name, 23 years- Corey2- Go ahead... @gmail.com. Yes, ma'am. So you have, um, the state healthy plan is called by 90 Degree IMA, which is the carrier. Okay. Your benefits are active. Did you receive the ID card? Um, I, I can't remember where I placed it. Is it possible you could send me a new one? I could send you a, now a email with a copy. Okay, that's fine. Okay. All right. You need to have the provider and everything on it also, correct? You, um, on the email, you will find the information where you could call or go online to find the providers in your area. You have to use- Okay. ... network providers. Okay. All right? The email will be coming in from info@benefitsinacard, you should be getting it in the next minute or so. Is there anything else I could do for you, sir? That's it. All right, thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Hello, Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, ma'am. My name's, uh, Corey Evans. Um, I'm just trying to see who's the provider for this company?

Speaker speaker_0: So we are the administrator for the health insurance, so you're trying to find out who's the carrier?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So they run through American Republic Life or 90 Degree IMA.

Speaker speaker_1: You said American Republic?

Speaker speaker_0: Public Life.

Speaker speaker_1: American Republic is Life?

Speaker speaker_0: Public. It's a Public Life. American Public Life.

Speaker speaker_1: Okay. And what was the other one?

Speaker speaker_0: IMA 90 Degree.

Speaker speaker_1: Okay, um, can you give me my policy number?

Speaker speaker_0: I will need to know who you work for, the last four digits of your num-
your social force and last name.

Speaker speaker_1: Um, I work for Surge Staffing and my name is Corey Evans, and the last
four is 8506.

Speaker speaker_0: 5806?

Speaker speaker_1: 8506.

Speaker speaker_0: Mr. Evans, for security reasons, just to make sure we are in the correct
file, can we please verify your complete address and date of birth?

Speaker speaker_1: Uh, 120 Gravel Pit Road, Cannon, Alabama, uh, 5292.

Speaker speaker_0: Do you know the ZIP code in your area?

Speaker speaker_1: Oh, 36726.

Speaker speaker_0: Thank you for the information. We have a telephone number on file,
205-427-7384. And your emails, your first name, 23 years-

Speaker speaker_1: Corey2-

Speaker speaker_0: Go ahead... @gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you have, um, the state healthy plan is called by 90 Degree IMA,
which is the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Your benefits are active. Did you receive the ID card?

Speaker speaker_1: Um, I, I can't remember where I placed it. Is it possible you could send
me a new one?

Speaker speaker_0: I could send you a, now a email with a copy.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay. All right.

Speaker speaker_1: You need to have the provider and everything on it also, correct?

Speaker speaker_0: You, um, on the email, you will find the information where you could call or go online to find the providers in your area. You have to use-

Speaker speaker_1: Okay.

Speaker speaker_0: ... network providers.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? The email will be coming in from info@benefitsinacard, you should be getting it in the next minute or so. Is there anything else I could do for you, sir?

Speaker speaker_1: That's it.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.