

Transcript: Pearl

Rojas-5220107625906176-4738982033965056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. And my name is Pearl Who-nell is what you're speaking with. Tracy, T-R-A-C-E-Y. Last name Wills, W-I-L-L-S. And how can I assist you? I'm trying to see if I can get my Benefit card. Okay. What's the name of the staff agency you work for? ATC Healthcare. And the last four digits of your social? 2785. All right. And if you can verify your address and date of birth? 442 Cassidy Road, from A as in apple, 108, Mobile, Alabama, 36603. 10-22-1986. Okay. And I have your phone number as 251-396-3649? Yes, ma'am. Can I have your email address as tracywills15@gmail.com? Yes, ma'am. All right. So it looks like you just became active yesterday. I can take a look to see if there's, um, virtual copies ready, but you should receive your cards by the end of the week. Give me one second. Okay. So, yep. Um, I can send you a copy of the cards. But you should receive them by the end of the week. And then I'm showing here also that you will only have coverage until the 3rd of November. You called to cancel before we reach that. Okay. Okay. Thank you. No problem. You're not sending something through email? I'm gonna check if they're ready. 'Cause the... Because you just became active yesterday, I'm not sure if they've generated yet. All right. Thank you. No problem. So when then I will... The 3rd. Bear with me one moment. Okay. So the card isn't ready yet. But I do have a policy number I can give you and then you just give your doctor's office our phone number with that policy number. Um, I'm sorry. You would give them the policy number with the name of the, the insurance company, which is American Public- Can you email it to me sometime? Unfortunately, there's not a way for me to do that. I can give it to you though. Okay. I'm getting a pen and paper and write it down. Okay. Okay. I'm writing. Okay. That policy number is 255-9949. Do you know the name of the company? American Public Life. So if I'm want to go and get eyeglasses, I just call the facility and let them know this policy number and see if they take it? That's for your medical. Let me go ahead and see here for your vision. Give me one second. Mm, vision with ATC. Okay. So with ATC, I can give you the group number and that's the number that you are to give your eye doctor. Okay. I'm ready. 537-44-18. And that's called the group number? Yes. Do you know the name of the insurance company? MetLife. M-E-T L-I-F-E? Yes. Okay. Is there anything else I would have to know for me to get these, um, benefits with this, um, particular insurance? Um, I can give you also the phone number for MetLife that the, the provider's office would call, that your eye doctor would call to verify your coverage just so you're 100%. Okay. Okay. Thank you. Um, 855-638-3931. And that's called MetLife? Yes. Fine. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. And my name is Pearl Who-nell is what you're speaking with.

Speaker speaker_2: Tracy, T-R-A-C-E-Y. Last name Wills, W-I-L-L-S.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I'm trying to see if I can get my Benefit card.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: ATC Healthcare.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 2785.

Speaker speaker_1: All right. And if you can verify your address and date of birth?

Speaker speaker_2: 442 Cassidy Road, from A as in apple, 108, Mobile, Alabama, 36603. 10-22-1986.

Speaker speaker_1: Okay. And I have your phone number as 251-396-3649?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email address as tracywills15@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So it looks like you just became active yesterday. I can take a look to see if there's, um, virtual copies ready, but you should receive your cards by the end of the week. Give me one second. Okay. So, yep. Um, I can send you a copy of the cards. But you should receive them by the end of the week. And then I'm showing here also that you will only have coverage until the 3rd of November. You called to cancel before we reach that.

Speaker speaker_2: Okay. Okay. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: You're not sending something through email?

Speaker speaker_1: I'm gonna check if they're ready. 'Cause the... Because you just became active yesterday, I'm not sure if they've generated yet.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: So when then I will...

Speaker speaker_1: The 3rd. Bear with me one moment. Okay. So the card isn't ready yet. But I do have a policy number I can give you and then you just give your doctor's office our

phone number with that policy number. Um, I'm sorry. You would give them the policy number with the name of the, the insurance company, which is American Public-

Speaker speaker_2: Can you email it to me sometime?

Speaker speaker_1: Unfortunately, there's not a way for me to do that. I can give it to you though.

Speaker speaker_2: Okay. I'm getting a pen and paper and write it down.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. I'm writing.

Speaker speaker_1: Okay. That policy number is 255-9949.

Speaker speaker_2: Do you know the name of the company?

Speaker speaker_1: American Public Life.

Speaker speaker_2: So if I'm want to go and get eyeglasses, I just call the facility and let them know this policy number and see if they take it?

Speaker speaker_1: That's for your medical. Let me go ahead and see here for your vision. Give me one second. Mm, vision with ATC. Okay. So with ATC, I can give you the group number and that's the number that you are to give your eye doctor.

Speaker speaker_2: Okay. I'm ready.

Speaker speaker_1: 537-44-18.

Speaker speaker_2: And that's called the group number?

Speaker speaker_1: Yes.

Speaker speaker_2: Do you know the name of the insurance company?

Speaker speaker_1: MetLife.

Speaker speaker_2: M-E-T L-I-F-E?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Is there anything else I would have to know for me to get these, um, benefits with this, um, particular insurance?

Speaker speaker_1: Um, I can give you also the phone number for MetLife that the, the provider's office would call, that your eye doctor would call to verify your coverage just so you're 100%.

Speaker speaker_2: Okay. Okay. Thank you.

Speaker speaker_1: Um, 855-638-3931.

Speaker speaker_2: And that's called MetLife?

Speaker speaker_1: Yes.

Speaker speaker_2: Fine. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye.