Transcript: Pearl Rojas-5237716246249472-6636865898332160

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who. Who do I have the pleasure of speaking with? This is Alexis Daneski. And how can I assist you? Yes, um, I just recently was switched onto Benefits in a Card on Monday. Uh, I need to see a doctor, however, uh, within the next couple days, so I was wondering how do I find a doctor if, that is covered by my insurance? Okay, have you received a card? I have not. It has not yet been generated. Okay, um, I mean, I can get you a f- a phone number where you can go to find a provider in your area. Um, but until you become active, you won't be able to use your coverage, uh. What's the name of the staffing agency you work for? Lingo Staffing. Can you give me one moment? And then last part, could you save your social? 6081. All right. And if you can verify your address and date of birth. Of course, my address is 129 Dovetail Lane, Georgetown, Texas 78628. And my date of birth is June 17th, 2002. Okay, and I have your phone number as 254-432-2733? Correct. And your email address as A, your last name, to 3003 at gmail.com? Correct. Okay, pass me one moment. Okay, 60- 6081. Give me one moment. Okay, so I don't ha- I'm not able to provide you with actual virtual cards but I do have your policy number. Okay, give me one m- Okay, I'm ready. It is 261- Okay. ... 5806, and that's your medical and then I have your dental as well. Okay. And then for your dental, it's gonna be the same number, just at the end instead of a six, it's a eight. Put my head Okay, let me, let me do it. So it's 261-5808 for dental. Yes. Okay. Can you repeat that? Can you repeat the dental number really quickly? 2615808. That's perfect. Okay, thank you. Okay. So, if I'm understanding correctly, I don't have any coverage at the moment? Yes, you are active, you do have active coverage. It was just active, be- it came active yesterday. The thing is that you just- Okay. ... don't have the, um, cards to provide. You have the policy number that I just gave you but you don't have physical, uh, or you don't have virtual cards yet. By tomorrow- Yes. ... they should generate in the system, um, and then you- Okay. ... should also receive copies at the end of the week to your email. They can- Okay. ... either go to the inbox or the spam, so just keep an eye out for both at the end of the week, um- Okay. ... and then I can provide the phone number for you to find a provider in your area. Okay. Um, so I will not be able to book any doctor's appointments until those cards get generated? No, you can go ahead and use your, uh, your coverage if they, um, and if you give them that policy number, the, the both of those coverages are through American Public Life. You can give them the name and the policy numbers if they'll accept it. Um, if they need more, you can provide them with our phone number and we can verify coverage for you and even try- Okay. ... to transfer them over to the carrier, um, and- Okay. ... verify that way. Hmm? And the phone number I would give them is the phone number that I called right now? Correct. Okay. Okay. Thank you, that's really helpful. I appreciate that. No problem. Would you like to, to know the number to find providers in your area? Yeah, just to- Yeah, please. Okay, that's 800-457- Okay. ...

1403. Okay. Okay. Okay, thank you. All written down. Thank you so much. No problem. Thank you for calling. Have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who. Who do I have the pleasure of speaking with?

Speaker speaker_1: This is Alexis Daneski.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, um, I just recently was switched onto Benefits in a Card on Monday. Uh, I need to see a doctor, however, uh, within the next couple days, so I was wondering how do I find a doctor if, that is covered by my insurance?

Speaker speaker_0: Okay, have you received a card?

Speaker speaker_1: I have not. It has not yet been generated.

Speaker speaker_0: Okay, um, I mean, I can get you a f- a phone number where you can go to find a provider in your area. Um, but until you become active, you won't be able to use your coverage, uh. What's the name of the staffing agency you work for?

Speaker speaker_1: Lingo Staffing.

Speaker speaker_0: Can you give me one moment? And then last part, could you save your social?

Speaker speaker_1: 6081.

Speaker speaker_0: All right. And if you can verify your address and date of birth.

Speaker speaker_1: Of course, my address is 129 Dovetail Lane, Georgetown, Texas 78628. And my date of birth is June 17th, 2002.

Speaker speaker_0: Okay, and I have your phone number as 254-432-2733?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email address as A, your last name, to 3003 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, pass me one moment. Okay, 60- 6081. Give me one moment. Okay, so I don't ha- I'm not able to provide you with actual virtual cards but I do have your policy number.

Speaker speaker_1: Okay, give me one m- Okay, I'm ready.

Speaker speaker_0: It is 261-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 5806, and that's your medical and then I have your dental as well.

Speaker speaker_1: Okay.

Speaker speaker_0: And then for your dental, it's gonna be the same number, just at the end instead of a six, it's a eight.

Speaker speaker_2: Put my head

Speaker speaker_3: Okay, let me, let me do it. So it's 261-5808 for dental.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_3: Can you repeat that?

Speaker speaker_1: Can you repeat the dental number really quickly?

Speaker speaker_0: 2615808.

Speaker speaker_1: That's perfect.

Speaker speaker_3: Okay, thank you. Okay.

Speaker speaker_1: So, if I'm understanding correctly, I don't have any coverage at the moment?

Speaker speaker_0: Yes, you are active, you do have active coverage. It was just active, be- it came active yesterday. The thing is that you just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... don't have the, um, cards to provide. You have the policy number that I just gave you but you don't have physical, uh, or you don't have virtual cards yet. By tomorrow-

Speaker speaker_1: Yes.

Speaker speaker_0: ... they should generate in the system, um, and then you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... should also receive copies at the end of the week to your email. They can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... either go to the inbox or the spam, so just keep an eye out for both at the end of the week, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and then I can provide the phone number for you to find a provider in your area.

Speaker speaker_1: Okay. Um, so I will not be able to book any doctor's appointments until those cards get generated?

Speaker speaker_0: No, you can go ahead and use your, uh, your coverage if they, um, and if you give them that policy number, the, the both of those coverages are through American Public Life. You can give them the name and the policy numbers if they'll accept it. Um, if they need more, you can provide them with our phone number and we can verify coverage for you and even try-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to transfer them over to the carrier, um, and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... verify that way. Hmm?

Speaker speaker_1: And the phone number I would give them is the phone number that I called right now?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_3: Okay.

Speaker speaker_1: Thank you, that's really helpful. I appreciate that.

Speaker speaker_0: No problem. Would you like to, to know the number to find providers in your area?

Speaker speaker_3: Yeah, just to-

Speaker speaker_1: Yeah, please.

Speaker speaker_0: Okay, that's 800-457-

Speaker speaker_2: Okay.

Speaker speaker_0: ... 1403.

Speaker speaker_1: Okay.

Speaker speaker_3: Okay. Okay, thank you.

Speaker speaker_1: All written down. Thank you so much.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.

Speaker speaker_1: You too.