

## Transcript: Pearl

**Rojas-6367589474811904-5958898883805184**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who's that I'm supposed to speaking with? Hi, Pearl. This is Zachary. And how can I assist you? Um, I'm calling in regards to my benefits. I'm trying to access, um, or set up a dental appointment and no one seems to have any answers for me. Answers as far as? How to access them, a member ID, who is the carrier, who's the insurance carrier. Y'all have given me Carrington's number and Carrington said that they don't offer insurance through employers. I called... I work for The Resource. They said that they don't handle the insurances. Y'all said that y'all don't handle it. So I'm just really trying to set up a dental appointment and trying to - Okay. So Carrington is just a number to find a provider in your area. When you do call them, let them know that you're, um, it's a network... You would have let them know that it was a network lease through APL and then provided your information and they'll be able to find a provider in your area. Um, what is... We're the healthcare administrators so we'll be able to provide you with information as far as if you're active. Um, the dental is through American Public Life and then if your card is ready, we would be able to send you a card. You usually receive them the week, the end of the week after your first deduction but I can go ahead and take a look at that, see if the virtual copy is ready and get it sent to your email. What are the last four digits of your Social? 8132. And your address and date of birth? 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Birthday, February 6th, 1992. All righty. So taking a look here, I have your phone number as 336-521-0681. Yes, ma'am. And have you emailed your address as zjenkins52@yahoo.com? Yes, ma'am. Okay. So looking here, your coverage just become ac- became active yesterday, so you should receive your card by the end of the week. I can take a look and see if you have a virtual copy ready but because you just became active yesterday, they started making your account and your policies up, um, so it's not guaranteed that there'll be one. Okay. Bare with me one moment. Yep. So there's not one populated yet. Um, so you can either give us a call back maybe like Thursday and see the virtual copy then, ready then or you can give your provider's office our number and we can verify coverage for you through, over the phone. Um, just however you prefer. Um, what was the second option I can... Give the dental office our phone number and we can verify coverage for you. Just let them know it's a, it's, um, coverage through American Public Life, provide our phone number and then we can verify coverage for you. Okay. That works. Um, if I wanted to find out providers within my network, could I still call the Carrington and would they provide that information without a member ID? Um, I'm not sure 'cause, um, it's just to find a provider in the area. So I believe they ask for, like, your zip code, things like that. Um, you just have to make sure you let them know that it's a network lease through APL. A network lease through APL? Yes, sir. Okay. You have been very helpful. I do appreciate that. No prob. Thank you so much for calling. Have a great day. You as well. Thank you.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who's that I'm supposed to speaking with?

Speaker speaker\_1: Hi, Pearl. This is Zachary.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I'm calling in regards to my benefits. I'm trying to access, um, or set up a dental appointment and no one seems to have any answers for me.

Speaker speaker\_0: Answers as far as?

Speaker speaker\_1: How to access them, a member ID, who is the carrier, who's the insurance carrier. Y'all have given me Carrington's number and Carrington said that they don't offer insurance through employers. I called... I work for The Resource. They said that they don't handle the insurances. Y'all said that y'all don't handle it. So I'm just really trying to set up a dental appointment and trying to -

Speaker speaker\_0: Okay. So Carrington is just a number to find a provider in your area. When you do call them, let them know that you're, um, it's a network... You would have let them know that it was a network lease through APL and then provided your information and they'll be able to find a provider in your area. Um, what is... We're the healthcare administrators so we'll be able to provide you with information as far as if you're active. Um, the dental is through American Public Life and then if your card is ready, we would be able to send you a card. You usually receive them the week, the end of the week after your first deduction but I can go ahead and take a look at that, see if the virtual copy is ready and get it sent to your email. What are the last four digits of your Social?

Speaker speaker\_1: 8132.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Birthday, February 6th, 1992.

Speaker speaker\_0: All righty. So taking a look here, I have your phone number as 336-521-0681.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And have you emailed your address as zjenkins52@yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So looking here, your coverage just become ac- became active yesterday, so you should receive your card by the end of the week. I can take a look and see if you have a virtual copy ready but because you just became active yesterday, they started

making your account and your policies up, um, so it's not guaranteed that there'll be one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Bare with me one moment. Yep. So there's not one populated yet. Um, so you can either give us a call back maybe like Thursday and see the virtual copy then, ready then or you can give your provider's office our number and we can verify coverage for you through, over the phone. Um, just however you prefer.

Speaker speaker\_1: Um, what was the second option I can...

Speaker speaker\_0: Give the dental office our phone number and we can verify coverage for you. Just let them know it's a, it's, um, coverage through American Public Life, provide our phone number and then we can verify coverage for you.

Speaker speaker\_1: Okay. That works. Um, if I wanted to find out providers within my network, could I still call the Carrington and would they provide that information without a member ID?

Speaker speaker\_0: Um, I'm not sure 'cause, um, it's just to find a provider in the area. So I believe they ask for, like, your zip code, things like that. Um, you just have to make sure you let them know that it's a network lease through APL.

Speaker speaker\_1: A network lease through APL?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. You have been very helpful. I do appreciate that.

Speaker speaker\_0: No prob. Thank you so much for calling. Have a great day.

Speaker speaker\_1: You as well. Thank you.