

Transcript: Sara

Marulanda-5180825801244672-6477157593694208

Full Transcript

Thank, thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Leslie Bishop. Hello, ma'am. How may I help you? Um, I have a question. Um, my son is about to have, um, his wisdom teeth removed. Okay. And I don't have a card from you guys yet. So, I am unsure of how, how much the insurance will actually cover th- for his fees. Okay. Um, let me find your account first. May I have the name of the agency that you are working with and the last four of your Social? Um, I guess it would be Accuforce. Accuforce. Okay. And then, um, 8421. Thank you very much. Bishop. Leslie Bishop, right? Yes. Ms. Bishop and just for security purposes, can you please verify your address and date of birth? 21381 and 1087 Windsong Circle. And the city and the state and zip code? The what code? City, a state, and zip code. Oh, sorry. Um, Hudson, North Carolina, 28638. Thank you, ma'am. And is your email leslieb0213@yahoo.com? Correct. And your phone number is eight-828-320-7872? Correct. Okay, ma'am. Thank you very much. Okay. You don't have any ID card because your coverage has not become active yet. Uh, we have not received the payment. That's why you haven't received the, the card, because it's not active yet. Okay. Um, that's one thing. And the second thing, you said wisdom tube, winsdom, wisdom tooth removing? Correct. I'm not sure if that plan will cover that, uh, because I think that's considered a, like a surgical. Um, that is then a specific question for APL for the cover of the insurance. Would you like me to transfer your call with them? Um, yes, that's fine. But you said that I currently do not have coverage? No, ma'am. It's not active. Because I was told... Okay 'cause I was told, um, as soon as it came out of my check, that I was, that my benefits would be active. And I've already gotten my first check. Okay. I have- And when I covered it up, it does show that there's, that money was taken out for those. Okay. How, how much was the deduction? On when was that? Um, um, I got the check May 1st, May 2nd. Um, let me see, uh, what it says. Let's see. Uh, hmm. This says for the background check. So I am, I'm not sure. Okay. Because I'm, I'm here thinking that maybe the deductions you saw were from, uh, the fee covered Social Security or the medical. You know, but, like, like the regular taxes that we paid. But, uh, but we have not received any payment yet. No, I mean, I had called, um, Accuforce and they said that they saw that the deductions were taken out for that. That's why I was, um, curious. Okay. So when did you call Accuforce? Um, an hour or two ago. Okay. If, um, if they did, that must be for, uh, this coming check. Yeah. We have not received anything yet. And the, the next check due, I- I'm assuming you're going to receive that by Friday. So until now, we haven't received any payment. And it's not showing any deductions here. So just remember, um, if you receive a check this Friday, that check is not from the current week. That would be from the past week hours. Correct. So probably that's what they was talking about. But we have not received it. Not at this point. And we receive those, uh, payments or the deductions, we receive them by Mondays. Okay. So I guess I need to call

them and ask them why that is not coming out. Yes, and, and- They should have- And just confirm and, uh, verify with them that the deductions are for vision and dental. Not like a Medicare or the regular, uh, taxes that we pay. Mm-hmm. Yes, ma'am. So would you like me to give you the APL phone number and transfer your call with them? Yes, please. Okay. Uh, just let me know whenever you're ready to write it down. Oh, I was actually going to transfer. Okay, go ahead. No, no. I, I gonna do the, both. I'm gonna give you the number just in case the call get disconnected and I gonna transfer your call. Oh, okay. You go ahead. Okay. It is 800-256-8606. 800-256-8606. Yes, ma'am. You're correct. So let me transfer your call with them. Before I do that, is there anything else that I can help you with? Um, not at the moment. All righty, ma'am. So thank you for calling Benefits in a Card. I wish you too have a wonderful day, ma'am. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank, thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Leslie Bishop. Hello, ma'am. How may I help you? Um, I have a question. Um, my son is about to have, um, his wisdom teeth removed. Okay. And I don't have a card from you guys yet. So, I am unsure of how, how much the insurance will actually cover th- for his fees. Okay. Um, let me find your account first. May I have the name of the agency that you are working with and the last four of your Social? Um, I guess it would be Accuforce. Accuforce. Okay. And then, um, 8421. Thank you very much. Bishop. Leslie Bishop, right? Yes. Ms. Bishop and just for security purposes, can you please verify your address and date of birth? 21381 and 1087 Windsong Circle. And the city and the state and zip code? The what code? City, a state, and zip code. Oh, sorry. Um, Hudson, North Carolina, 28638. Thank you, ma'am. And is your email leslieb0213@yahoo.com? Correct. And your phone number is eight-828-320-7872? Correct. Okay, ma'am. Thank you very much. Okay. You don't have any ID card because your coverage has not became active yet. Uh, we have not received the payment. That's why you haven't received the, the card, because it's not active yet. Okay. Um, that's one thing. And the second thing, you said wisdom tube, winsdom, wisdom tooth removing? Correct. I'm not sure if that plan will cover that, uh, because I think that's considered a, like a surgical. Um, that is then a specific question for APL for the cover of the insurance. Would you like me to transfer your call with them? Um, yes, that's fine. But you said that I currently do not have coverage? No, ma'am. It's not active. Because I was told... Okay 'cause I was told, um, as soon as it came out of my check, that I was, that my benefits would be active. And I've already gotten my first check. Okay. I have- And when I covered it up, it does show that there's, that money was taken out for those. Okay. How, how much was the deduction? On when was that? Um, um, I got the check May 1st, May 2nd. Um, let me see, uh, what it says. Let's see. Uh, hmm. This says for the background check. So I am, I'm not sure. Okay. Because I'm, I'm here thinking that maybe the deductions you saw were from, uh, the fee covered Social Security or the medical. You know, but, like, like the regular taxes that we paid. But, uh, but we have not received any payment yet. No, I mean, I had called, um, Accuforce and they said that they saw that the deductions were taken out for that. That's why I was, um, curious. Okay. So when did you call Accuforce? Um, an hour or two ago. Okay. If, um, if they did, that must be for, uh, this coming check. Yeah. We have not received

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