

Transcript: VICTORIA

Taylor-4656387539648512-4505438363893760

Full Transcript

Thank you for calling Benefits on a Card Victoria. How can I... Hey, how you doing? Um, my name's Kendall Pyles, P-Y-L-E-S. Hi. How can I help you? And, um, yeah, I was trying to see... I got a, uh, radiology appointment and I was trying to see if I can change anything that, uh, for the COVID X. Okay. What's the, the name of the company that you work for? Um, TRC. And the last four of your Social? Uh, 6261. And do you mind verifying your address and date of birth? Uh, 2590 Magnolia Street, Orangeburg, South Carolina. Uh, what else you say at very first? Your date of birth. Oh, it's, uh, June 20th, '85. Phone number, 803-378-0127? Yeah. And then email is first initial, last name, 26@me.com? Yeah. Okay. Um, so have you reached out to the insurance carrier directly to see if something like that would be covered under your current plan? Um, no. I thought I was, I thought I was calling the insurance directly. No. What... So Benefits on a Card, we're just your administrators. So like, we administer the policies. Uh, we can make changes to your enrollment if you're eligible. You know, answer general questions about the policies. But when it comes to specific procedures, um, and things that would be covered, that's something you need to verify with the insurance carrier. Now... And, and that goes for all of the plans being offered through your employer. We wouldn't know specifically if radiology is covered under that or not. Okay. Um, now what I can't- So who do I call? American? Yes. You'll need to call American Public Life directly and I can get y- get you the phone number for that. Right. Now, if you are wanting to make changes to your enrollment, you'll need to do so by the end of this week, Friday the 21st. Okay. So if you decide that you do wanna change the enrollment, just call us back and let us know what you wanna change it to. Um, but you'll have to verify with them directly about what is specifically covered under the plan. So after I call them and handle all that, I have to call y'all back? Yes, if you decide if you wanna make changes to the enrollment. All right. Um, the phone number for American Public Life is 800- Hold on, hold on. ... 2-5... Okay. Mm-hmm. It's what now? 800-256-8606. All right. Was there anything else- All right. Thank you. ... we might need help with? No, ma'am. That's it. All righty. You have a wonderful day. All right. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card Victoria. How can I...

Speaker speaker_1: Hey, how you doing? Um, my name's Kendall Pyles, P-Y-L-E-S.

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: And, um, yeah, I was trying to see... I got a, uh, radiology appointment and I was trying to see if I can change anything that, uh, for the COVID X.

Speaker speaker_0: Okay. What's the, the name of the company that you work for?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 6261.

Speaker speaker_0: And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2590 Magnolia Street, Orangeburg, South Carolina. Uh, what else you say at very first?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, it's, uh, June 20th, '85.

Speaker speaker_0: Phone number, 803-378-0127?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is first initial, last name, 26@me.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so have you reached out to the insurance carrier directly to see if something like that would be covered under your current plan?

Speaker speaker_1: Um, no. I thought I was, I thought I was calling the insurance directly.

Speaker speaker_0: No. What... So Benefits on a Card, we're just your administrators. So like, we administer the policies. Uh, we can make changes to your enrollment if you're eligible. You know, answer general questions about the policies. But when it comes to specific procedures, um, and things that would be covered, that's something you need to verify with the insurance carrier. Now... And, and that goes for all of the plans being offered through your employer. We wouldn't know specifically if radiology is covered under that or not.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now what I can't-

Speaker speaker_1: So who do I call? American?

Speaker speaker_0: Yes. You'll need to call American Public Life directly and I can get y- get you the phone number for that.

Speaker speaker_1: Right.

Speaker speaker_0: Now, if you are wanting to make changes to your enrollment, you'll need to do so by the end of this week, Friday the 21st.

Speaker speaker_1: Okay.

Speaker speaker_0: So if you decide that you do wanna change the enrollment, just call us back and let us know what you wanna change it to. Um, but you'll have to verify with them directly about what is specifically covered under the plan.

Speaker speaker_1: So after I call them and handle all that, I have to call y'all back?

Speaker speaker_0: Yes, if you decide if you wanna make changes to the enrollment.

Speaker speaker_1: All right.

Speaker speaker_0: Um, the phone number for American Public Life is 800-

Speaker speaker_1: Hold on, hold on.

Speaker speaker_0: ... 2-5... Okay.

Speaker speaker_1: Mm-hmm. It's what now?

Speaker speaker_0: 800-256-8606.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything else-

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: ... we might need help with?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.