

Transcript: VICTORIA

Taylor-4682998483435520-4686472575107072

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I'm having some issues with my account. Okay. Uh, what's the name of the agency you work for? Noor, N-O-O-R, Staffing. And the last four of your Social? 4753. And your first and last name. Nat Conklin. Mm-hmm. Okay. Do you mind verifying your address and date of birth? W347S10134 Upper Clark Park Road, Eagle, Wisconsin 53119. Date of birth, 4-24-96. And then phone number is 262-470-3265? Correct. Okay. And what type of issues are you having? I tried to use my insurance today and it says that my enrollment is disabled. Hmm. I mean, I see that your coverage is active for this week. Um, did you, like, try going- So- ... to see a provider or, like, what- Yeah. So I had to pay out of pocket because my iConnect, nothing was working. Okay. And do you have all your ID cards? You should have two different ones for medical and then one for dental. So I was never... I don't live at home. I travel for work, so that's why I go onto the account to get them. Like, my acknowledgement hasn't received anything. Okay. So I'm thinking that's why you weren't able to get coverage for that. Um, what did you provide your, your doctor with? I had to pay out of pocket. I couldn't get an... I couldn't have access and, no offense, but this is the bottom of the barrel insurance, so they have no idea what this is. So I literally had to pay \$350 out of my own pocket to cover my appointment. So I- Okay. ... haven't gotten anything. Yeah. I'm, I'm thinking because you didn't have your ID cards or any proof of insurance. So I can send you digital copies of those if you have a good email and then, um- Yeah, but I'm just wondering why I couldn't get to my... why it's saying I'm not enro- like, why I can't even access. 'Cause I could access my account the other day. So I'm not understanding why it's saying that I'm not... Are you referring to, like, the My B-I-A-C Portal? Yeah. Okay. That portal is more specifically, it's for, like, making changes to the enrollments. Do you have my email on file? I do not. Okay. Can I give it to you so you can send me those cards? Sure. I'm ready whenever you are. C-O-N-K-J-E-A-N-8-4-2@gmail.com. Okay. So C-O-N-K and then K-E-N-8-4-2@- J... J-E-A-N. All right. So C-O-N-K and then J-E-A-N-8-4-2@gmail.com. Correct. Okay. I am gonna look up your ID cards really quick and send those to your email. And then when I come back, I'm gonna give you the phone numbers to the actual insurance company so you can file a claim with them. Okay. I'll be right back. All righty, thank you so much for holding. So I just sent those to your email and then, um, do you have a pen and paper nearby so I can give you the phone numbers for the insurance carrier? Yeah. Yeah. Okay so for any preventative medical claims you would reach out to 90 Degree Benefits. Their phone number is 800-833-4296. You want to make sure to hit option one on the prompt system and then any non-preventative claims for medical would be through American Public Life and their phone number is 800-256-8606. Okay so for the 90 Degree it's 800-833-4296, for American Public Life it's 800-256-8606? Correct and just remember on the 90 Degree Benefits to hit option one

on the prompts. Okay and then who do I call in regards to um finding out where like what provider is covered by this insurance? Because ■ I actually couldn't find it. You can I provided instructions in the email on how to do that uh with the ID cards so there's a website you can go onto or a phone number you could call and I highlighted both in the email for you. Okay and then I think I did it once before and it only allowed me like a Telehealth option is this something different? Yeah th- this is what I highlighted in the email as specifically on how to find providers and network. Okay perfect thank you so much Victoria for your help I appreciate it. Yes ma'am do you need help with anything else? No that will be all. Okay have a good day. Thanks you too bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. Um, I'm having some issues with my account.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Noor, N-O-O-R, Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4753.

Speaker speaker_0: And your first and last name.

Speaker speaker_1: Nat Conklin.

Speaker speaker_0: Mm-hmm. Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: W347S10134 Upper Clark Park Road, Eagle, Wisconsin 53119. Date of birth, 4-24-96.

Speaker speaker_0: And then phone number is 262-470-3265?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And what type of issues are you having?

Speaker speaker_1: I tried to use my insurance today and it says that my enrollment is disabled.

Speaker speaker_0: Hmm. I mean, I see that your coverage is active for this week. Um, did you, like, try going-

Speaker speaker_1: So-

Speaker speaker_0: ... to see a provider or, like, what-

Speaker speaker_1: Yeah. So I had to pay out of pocket because my iConnect, nothing was working.

Speaker speaker_0: Okay. And do you have all your ID cards? You should have two different ones for medical and then one for dental.

Speaker speaker_1: So I was never... I don't live at home. I travel for work, so that's why I go onto the account to get them. Like, my acknowledgement hasn't received anything.

Speaker speaker_0: Okay. So I'm thinking that's why you weren't able to get coverage for that. Um, what did you provide your, your doctor with?

Speaker speaker_1: I had to pay out of pocket. I couldn't get an... I couldn't have access and, no offense, but this is the bottom of the barrel insurance, so they have no idea what this is. So I literally had to pay \$350 out of my own pocket to cover my appointment. So I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... haven't gotten anything.

Speaker speaker_0: Yeah. I'm, I'm thinking because you didn't have your ID cards or any proof of insurance. So I can send you digital copies of those if you have a good email and then, um-

Speaker speaker_1: Yeah, but I'm just wondering why I couldn't get to my... why it's saying I'm not enro- like, why I can't even access. 'Cause I could access my account the other day. So I'm not understanding why it's saying that I'm not...

Speaker speaker_0: Are you referring to, like, the My B-I-A-C Portal?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. That portal is more specifically, it's for, like, making changes to the enrollments.

Speaker speaker_1: Do you have my email on file?

Speaker speaker_0: I do not.

Speaker speaker_1: Okay. Can I give it to you so you can send me those cards?

Speaker speaker_0: Sure. I'm ready whenever you are.

Speaker speaker_1: C-O-N-K-J-E-A-N-8-4-2@gmail.com.

Speaker speaker_0: Okay. So C-O-N-K and then K-E-N-8-4-2@-

Speaker speaker_1: J-... J-E-A-N.

Speaker speaker_0: All right. So C-O-N-K and then J-E-A-N-8-4-2@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. I am gonna look up your ID cards really quick and send those to your email. And then when I come back, I'm gonna give you the phone numbers to the actual insurance company so you can file a claim with them.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll be right back. All righty, thank you so much for holding. So I just sent those to your email and then, um, do you have a pen and paper nearby so I can give you the phone numbers for the insurance carrier?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay so for any preventative medical claims you would reach out to 90 Degree Benefits. Their phone number is 800-833-4296. You want to make sure to hit option one on the prompt system and then any non-preventative claims for medical would be through American Public Life and their phone number is 800-256-8606.

Speaker speaker_1: Okay so for the 90 Degree it's 800-833-4296, for American Public Life it's 800-256-8606?

Speaker speaker_0: Correct and just remember on the 90 Degree Benefits to hit option one on the prompts.

Speaker speaker_1: Okay and then who do I call in regards to um finding out where like what provider is covered by this insurance? Because ■ I actually couldn't find it.

Speaker speaker_0: You can I provided instructions in the email on how to do that uh with the ID cards so there's a website you can go onto or a phone number you could call and I highlighted both in the email for you.

Speaker speaker_1: Okay and then I think I did it once before and it only allowed me like a Telehealth option is this something different?

Speaker speaker_0: Yeah th- this is what I highlighted in the email as specifically on how to find providers and network.

Speaker speaker_1: Okay perfect thank you so much Victoria for your help I appreciate it.

Speaker speaker_0: Yes ma'am do you need help with anything else?

Speaker speaker_1: No that will be all.

Speaker speaker_0: Okay have a good day.

Speaker speaker_1: Thanks you too bye-bye.