Transcript: VICTORIA Taylor-5039730326290432-4726055006683136

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. I've got an insured on the back line that's inquiring about... He should have a medical policy but we only are showing dental in our system. It's a Mr. Eldridge Grant. Okay. Um, do you have the name of his employer? I do. Give me just a second. Looks like he's with MAU. Management Analysis- And the last- Mm-hmm. Gotcha. And the last four of his, uh, Social? 2752. His, uh, date of birth 11/17/72? Let me just... Yes. Okay. Um, he does have medical but it's not through you guys. Looks like it's through, uh, 90 Degree. I told him that might... Yeah. I told him that might be the case but I said to make sure, let's get you the Benefits on a Card and they'll be able to provide you with the details. He submitted some claims to us and, of course, we denied 'em because of no active medical. So, um, that's kinda why he got us to begin with. Okay. Do you want me to speak to the member? Yes, please. Um, I verified everything and I'm gonna add him on now. Thank you for your help. You're welcome. Have a good day. You too. Thanks. Bye-bye. Hey, Mr. Graham? Uh, yes, ma'am. How are you? Good. Uh, this is Victoria with Benefits on a Card. Um, I was... I believe you were transferred over from American Public Life? Yes. Okay. So you do have medical, you just don't have it through them. They only do your dental policy. Now, your medical policy is- Mm-hmm. ... through 90 Degree Benefits. Do you have your ID card for that? Um, thought I did but obviously I don't. I have... No, that's patient. That should be good. And I obviously don't have that card, which is probably why, um, none of my bills are getting paid. I had a... The card that I have, let me see. This one? Probably for dental, which is, uh, the only policy you have through American Public Life. Um, let me do this. I'm gonna look up all your ID cards up really quick and I'm gonna send you copies to your email so you have all of them. Okay. That'll be just fine. Thank you. You're welcome. Uh, I'm gonna put you on a brief hold for just a few seconds and I'll be right back. Can I ask you one question quickly? Sure. On, on my, um, the member card for my job, it's got MultiPlan. What... The... That wouldn't be, you know, health and vision altogether? MultiPlan is the name of the network for medical that you would have to stay with them. Oh, okay. So you would just have to make sure that your provider is within the MultiPlan network. Okay. I got you now. Uh, yes, sir. I'm still waiting on your dental and vision, so just give me a few seconds and I will be right back. Okay. Thank you. You're welcome. On my next shift. Next. Um, yeah.All right. All righty. Thank you so much for holding. Are you still with me? I am. All right, so I just sent those ID cards to, uh, your email address. Okay. Looks like I have the email, uh, lmodric775@gmail.com. Yes. Okay. And then the instructions on how to submit claims for your medical is specifically going to be on the medical ID card. Okay. Mm-hmm. All right. I got it. Was there, uh, anything else you might need help with? Uh, no, ma'am. That's all. That'll be- All righty. ... all, um... Okay, I got everything. Thank you, ma'am. You're welcome. You have a wonderful day. Thank you. You too. You stay. Thank you. You

too. Bye-bye. 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: Hey, Victoria. I've got an insured on the back line that's inquiring about... He should have a medical policy but we only are showing dental in our system. It's a Mr. Eldridge Grant.

Speaker speaker_0: Okay. Um, do you have the name of his employer?

Speaker speaker_1: I do. Give me just a second. Looks like he's with MAU. Management Analysis-

Speaker speaker_0: And the last-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Gotcha. And the last four of his, uh, Social?

Speaker speaker_1: 2752.

Speaker speaker_0: His, uh, date of birth 11/17/72?

Speaker speaker_1: Let me just... Yes.

Speaker speaker_0: Okay. Um, he does have medical but it's not through you guys. Looks like it's through, uh, 90 Degree.

Speaker speaker_1: I told him that might... Yeah. I told him that might be the case but I said to make sure, let's get you the Benefits on a Card and they'll be able to provide you with the details. He submitted some claims to us and, of course, we denied 'em because of no active medical. So, um, that's kinda why he got us to begin with.

Speaker speaker_0: Okay. Do you want me to speak to the member?

Speaker speaker_1: Yes, please. Um, I verified everything and I'm gonna add him on now. Thank you for your help.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Bye-bye. Hey, Mr. Graham?

Speaker speaker_2: Uh, yes, ma'am. How are you?

Speaker speaker_0: Good. Uh, this is Victoria with Benefits on a Card. Um, I was... I believe you were transferred over from American Public Life?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So you do have medical, you just don't have it through them. They only do your dental policy. Now, your medical policy is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... through 90 Degree Benefits. Do you have your ID card for that?

Speaker speaker_2: Um, thought I did but obviously I don't. I have... No, that's patient. That should be good. And I obviously don't have that card, which is probably why, um, none of my bills are getting paid. I had a... The card that I have, let me see. This one?

Speaker speaker_0: Probably for dental, which is, uh, the only policy you have through American Public Life. Um, let me do this. I'm gonna look up all your ID cards up really quick and I'm gonna send you copies to your email so you have all of them.

Speaker speaker_2: Okay. That'll be just fine. Thank you.

Speaker speaker_0: You're welcome. Uh, I'm gonna put you on a brief hold for just a few seconds and I'll be right back.

Speaker speaker_2: Can I ask you one question quickly?

Speaker speaker_0: Sure.

Speaker speaker_2: On, on my, um, the member card for my job, it's got MultiPlan. What... The... That wouldn't be, you know, health and vision altogether?

Speaker speaker_0: MultiPlan is the name of the network for medical that you would have to stay with them.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: So you would just have to make sure that your provider is within the MultiPlan network.

Speaker speaker_2: Okay. I got you now.

Speaker speaker_0: Uh, yes, sir. I'm still waiting on your dental and vision, so just give me a few seconds and I will be right back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_2: On my next shift. Next. Um, yeah.

Speaker speaker_3: All right.

Speaker speaker_0: All righty. Thank you so much for holding. Are you still with me?

Speaker speaker_3: I am.

Speaker speaker_0: All right, so I just sent those ID cards to, uh, your email address.

Speaker speaker_3: Okay.

Speaker speaker_0: Looks like I have the email, uh, lmodric775@gmail.com.

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. And then the instructions on how to submit claims for your medical is specifically going to be on the medical ID card.

Speaker speaker_3: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: All right. I got it.

Speaker speaker_0: Was there, uh, anything else you might need help with?

Speaker speaker_3: Uh, no, ma'am. That's all. That'll be-

Speaker speaker_0: All righty.

Speaker speaker_3: ... all, um... Okay, I got everything. Thank you, ma'am.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_3: Thank you. You too. You stay.

Speaker speaker_0: Thank you. You too. Bye-bye.

Speaker speaker_3: Bye-bye.