

Transcript: VICTORIA

Taylor-5567864372248576-4687782086754304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, um, this is, uh, Yevgeniy Asadulin. I called earlier. I called to obtain my insur- insurance information. Okay. What's the name of the agency you work for? I work for MAU. Um, uh, I got some health insurance but I lost my phone. I lost all my information, and I'm trying to, um, get access to my health insurance now. Okay. What's the last four of your Social? Yes, it's 1435. Let's see. And, uh, your first name again? Uh, it's Yevgeniy. Yevgeniy and the last name is Asadulin. How do you spell your first name? It's Y-E-V-G-E-N-I-Y. And last name is A-S-A-D-U-L-I-N? Yes, that's it. Do you mind verifying your address and date of birth? Yes. Um, the address is 207 Irving Street, birth is, um, March 5th, 1997. For the address, city is Greer State, South Carolina. Yes. Zip code is 29651. Yes. Uh, the address? Yeah, the address, uh, zip code 29651, yes. Phone number, 864-529-7049? Yes. Okay. And then email is gonna be first and last name at yahoo.com? Yes, that's it. Okay. Give me just a few seconds. I can look up your ID cards and send you copies to your email. Oh, okay. And can you also send me, like, uh, I don't know if I remember my username or password. You know, I left all my- Um, I don't have access- Yeah. ... to that. Okay. But, uh, okay. But you did probably send me a email before, right? I just forgot the health insurance name and how... everything. Since I got a new phone. So we're just your benefits administers. Um- Uh, right now... Oh, go ahead, I'm sorry. You were saying what? Yeah, I was just saying we're just your benefits administers. We wouldn't have access to that information. Are you referring to the Benefits in a Card, um, portal? Yeah, if I could get the portal, 'cause I'd like to get the portal information, you know, if I can... if I could get anything. Yeah. Okay. So it's on a card portal is just used for you to, like, get enrolled or make changes to your enrollment, because again, we're just now- No. ... some people's- No. No. I already, I already, uh, got enrolled already, all the information. I just got to- Yeah, I- ... actually, uh, to pull it up. I just gotta see that now. Yeah. So that you would have to speak to... If you've already made accounts with the insurance carriers, you'll have to speak to them on getting your account information. Oh. And what's, what's the insurance carrier? I don't remember. So for your medical it's with 90 Degree Benefits. Oh. And for dental is through American Public Life. Okay. Can you send me the links? Can you send me, um, all the information, you know, portals and stuff? I don't have access to the links or the portals, sir. What I'm trying to explain to you is we're just your administers. Yeah. So I can look up your ID cards and send you the ID cards, but I don't have access to any portals that they might have. Oh, sure. Oh, sure, that would work. Uh, you said the ID card? Yeah. Give me just a few seconds. Let me look those up and I'll be right back. Okay. All righty. Thank you so much for holding. So I just sent those ID cards to your email. Oh, okay. And um, you said, um... Oh, yeah. Let me, let me check my email real quick. Um... Just a second. Okay. And, uh, and the

carrier... Okay, so the pro- okay, that's the provider name, right? Uh, MediCool is, uh, MultiPlan? Um, MultiPlan? So that's the name of the network. Yes, sir. Okay, so what's the, um- It's 90 Degrees. ... carrier, you said something? Was it 90 Degrees, or? Yeah. Both of that... All that information is on your ID card, but for MediCool it's 90 Degree Benefits. It's a... MediCool is 90 Degrees? Yes. MediCool is 90 Degree Benefits. That's the name of the insurance carrier. Okay. What's the network? American Public Life. Okay. That would be American Public Life. American Public Life? That's dental? Correct. Or... Okay. Yes. Again, that is for your dental. Okay. So 90 Degrees, the benefit, that's for, uh, health? That's m- Correct. That's medical basically, right? Oh, okay. Okay. Thank you. You're welcome. Do you need help with anything else? Uh, if I do, I'll probably call you back. All right. You have a wonderful day. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, um, this is, uh, Yevgeniy Asadulin. I called earlier. I called to obtain my insur- insurance information.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: I work for MAU. Um, uh, I got some health insurance but I lost my phone. I lost all my information, and I'm trying to, um, get access to my health insurance now.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: Yes, it's 1435.

Speaker speaker_1: Let's see. And, uh, your first name again?

Speaker speaker_2: Uh, it's Yevgeniy. Yevgeniy and the last name is Asadulin.

Speaker speaker_1: How do you spell your first name?

Speaker speaker_2: It's Y-E-V-G-E-N-I-Y.

Speaker speaker_1: And last name is A-S-A-D-U-L-I-N?

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. Um, the address is 207 Irving Street, birth is, um, March 5th, 1997.

Speaker speaker_1: For the address, city is Greer State, South Carolina.

Speaker speaker_2: Yes.

Speaker speaker_1: Zip code is 29651.

Speaker speaker_2: Yes. Uh, the address? Yeah, the address, uh, zip code 29651, yes.

Speaker speaker_1: Phone number, 864-529-7049?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is gonna be first and last name at yahoo.com?

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: Okay. Give me just a few seconds. I can look up your ID cards and send you copies to your email.

Speaker speaker_2: Oh, okay. And can you also send me, like, uh, I don't know if I remember my username or password. You know, I left all my-

Speaker speaker_1: Um, I don't have access-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to that.

Speaker speaker_2: Okay. But, uh, okay. But you did probably send me a email before, right? I just forgot the health insurance name and how... everything. Since I got a new phone.

Speaker speaker_1: So we're just your benefits administrators. Um-

Speaker speaker_2: Uh, right now... Oh, go ahead, I'm sorry. You were saying what?

Speaker speaker_1: Yeah, I was just saying we're just your benefits administrators. We wouldn't have access to that information. Are you referring to the Benefits in a Card, um, portal?

Speaker speaker_2: Yeah, if I could get the portal, 'cause I'd like to get the portal information, you know, if I can... if I could get anything. Yeah.

Speaker speaker_1: Okay. So it's on a card portal is just used for you to, like, get enrolled or make changes to your enrollment, because again, we're just now-

Speaker speaker_2: No.

Speaker speaker_1: ... some people's-

Speaker speaker_2: No. No. I already, I already, uh, got enrolled already, all the information. I just got to-

Speaker speaker_1: Yeah, I-

Speaker speaker_2: ... actually, uh, to pull it up. I just gotta see that now.

Speaker speaker_1: Yeah. So that you would have to speak to... If you've already made accounts with the insurance carriers, you'll have to speak to them on getting your account information.

Speaker speaker_2: Oh. And what's, what's the insurance carrier? I don't remember.

Speaker speaker_1: So for your medical it's with 90 Degree Benefits.

Speaker speaker_2: Oh.

Speaker speaker_1: And for dental is through American Public Life.

Speaker speaker_2: Okay. Can you send me the links? Can you send me, um, all the information, you know, portals and stuff?

Speaker speaker_1: I don't have access to the links or the portals, sir. What I'm trying to explain to you is we're just your administrators.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I can look up your ID cards and send you the ID cards, but I don't have access to any portals that they might have.

Speaker speaker_2: Oh, sure. Oh, sure, that would work. Uh, you said the ID card?

Speaker speaker_1: Yeah. Give me just a few seconds. Let me look those up and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker_3: Oh, okay. And um, you said, um... Oh, yeah. Let me, let me check my email real quick. Um... Just a second. Okay. And, uh, and the carrier... Okay, so the pro- okay, that's the provider name, right? Uh, MediCool is, uh, MultiPlan? Um, MultiPlan?

Speaker speaker_1: So that's the name of the network. Yes, sir.

Speaker speaker_3: Okay, so what's the, um-

Speaker speaker_1: It's 90 Degrees.

Speaker speaker_3: ... carrier, you said something? Was it 90 Degrees, or?

Speaker speaker_1: Yeah. Both of that... All that information is on your ID card, but for MediCool it's 90 Degree Benefits.

Speaker speaker_3: It's a... MediCool is 90 Degrees?

Speaker speaker_1: Yes. MediCool is 90 Degree Benefits. That's the name of the insurance carrier.

Speaker speaker_3: Okay. What's the network?

Speaker speaker_1: American Public Life.

Speaker speaker_3: Okay.

Speaker speaker_1: That would be American Public Life.

Speaker speaker_3: American Public Life? That's dental?

Speaker speaker_1: Correct.

Speaker speaker_3: Or... Okay.

Speaker speaker_1: Yes. Again, that is for your dental.

Speaker speaker_3: Okay. So 90 Degrees, the benefit, that's for, uh, health? That's m-

Speaker speaker_1: Correct.

Speaker speaker_3: That's medical basically, right? Oh, okay. Okay. Thank you.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_3: Uh, if I do, I'll probably call you back.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_3: Okay.