

## **Transcript: VICTORIA**

**Taylor-6153000344567808-4656809396092928**

### **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? Hi, I'm trying to get my ID number, so someone allowing me to send it in email. Okay. What's the name of the agency you work for? Carer Staffing. And the last four of your social? 5149. Okay. And your first and last name? Joe Franco. Do you mind verifying your address and date of birth? 711 West Pueblo, Phoenix, Arizona 85041 and 12/21/94. Phone number is 623-284-7908. Yes. And then email's gonna be lovevargas1326@gmail.com? Correct. Okay. And you're trying to get your ID number for what again? Uh, for dental and vision. I paid for insurance. Okay. Yeah, so I see that your coverage just became active yesterday, so your policy information's actually in the process of being made. It typically takes us at least 72 business hours of the coverage being active to have access to the policy info. 'Cause I have an appointment tomorrow. 'Cause I checked on the website and it said that my coverage started last week. Uh, nope, I'm seeing your coverage just became active on the 18th, yesterday. 'Cause they took it out of my last check. Yeah, so that's how it works. Whenever you see a deduction being made on your check, it provides coverage for the following week. So we received- So it should be active... If it started- So- ... yesterday, then it should be active for my appointment tomorrow, right? Yes, your coverage is active. However, your policy information is in the process of being made. So it takes- Mm-hmm. ... typically 72 business hours to get the ID cards and the policy info after the coverage has been active. So when, when would it actually start, since I've already been billed? So again, your coverage became active yesterday, so it's active as of yesterday. So the coverage is currently active. It just typically takes 72 business hours to have access to your policy information. So since we don't have that- I understand that. But I wouldn't be able to go to the, the dentist or to the eye doctor tomorrow because you don't have my ID card- You can, yes, ma'am. You can. I was just about to inform you, you can always have your provider's office call us directly and we can verify the coverage. Um, and I'm looking now, I do have a policy number that I can give to you. The ID card is just not available. Okay, can I have that? Yes. So for dental, it's with American Public Life. And then the group number is gonna be 70073. Policy number- Uh... ... is 2567556. 2567556? Yes, ma'am. And that was dental, right? Yes, and I can actually go ahead and email you the vision card 'cause I have access to that. Okay, if you can do that. All righty. Uh, was there anything else you might need help with? No, that was it. Okay. Thank you. And like I said, if your dentist needs, uh, um, to verify coverage, you can always have them call us directly and we can do that as well. All right. Thank you. You're welcome. You have a wonderful day. You too. Bye. Bye.

### **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: Hi, I'm trying to get my ID number, so someone allowing me to send it in email.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Carer Staffing.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 5149.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Joe Franco.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: 711 West Pueblo, Phoenix, Arizona 85041 and 12/21/94.

Speaker speaker\_1: Phone number is 623-284-7908.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email's gonna be lovevargas1326@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. And you're trying to get your ID number for what again?

Speaker speaker\_2: Uh, for dental and vision. I paid for insurance.

Speaker speaker\_1: Okay. Yeah, so I see that your coverage just became active yesterday, so your policy information's actually in the process of being made. It typically takes us at least 72 business hours of the coverage being active to have access to the policy info.

Speaker speaker\_2: 'Cause I have an appointment tomorrow. 'Cause I checked on the website and it said that my coverage started last week.

Speaker speaker\_1: Uh, nope, I'm seeing your coverage just became active on the 18th, yesterday.

Speaker speaker\_2: 'Cause they took it out of my last check.

Speaker speaker\_1: Yeah, so that's how it works. Whenever you see a deduction being made on your check, it provides coverage for the following week. So we received-

Speaker speaker\_2: So it should be active... If it started-

Speaker speaker\_1: So-

Speaker speaker\_2: ... yesterday, then it should be active for my appointment tomorrow, right?

Speaker speaker\_1: Yes, your coverage is active. However, your policy information is in the process of being made. So it takes-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... typically 72 business hours to get the ID cards and the policy info after the coverage has been active.

Speaker speaker\_2: So when, when would it actually start, since I've already been billed?

Speaker speaker\_1: So again, your coverage became active yesterday, so it's active as of yesterday. So the coverage is currently active. It just typically takes 72 business hours to have access to your policy information. So since we don't have that-

Speaker speaker\_2: I understand that. But I wouldn't be able to go to the, the dentist or to the eye doctor tomorrow because you don't have my ID card-

Speaker speaker\_1: You can, yes, ma'am. You can. I was just about to inform you, you can always have your provider's office call us directly and we can verify the coverage. Um, and I'm looking now, I do have a policy number that I can give to you. The ID card is just not available.

Speaker speaker\_2: Okay, can I have that?

Speaker speaker\_1: Yes. So for dental, it's with American Public Life. And then the group number is gonna be 70073. Policy number-

Speaker speaker\_2: Uh...

Speaker speaker\_1: ... is 2567556.

Speaker speaker\_2: 2567556?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And that was dental, right?

Speaker speaker\_1: Yes, and I can actually go ahead and email you the vision card 'cause I have access to that.

Speaker speaker\_2: Okay, if you can do that.

Speaker speaker\_1: All righty. Uh, was there anything else you might need help with?

Speaker speaker\_2: No, that was it.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: And like I said, if your dentist needs, uh, um, to verify coverage, you can always have them call us directly and we can do that as well.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.