

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Yes. I have a question. Um, I would like to know who... I mean, I never had this type of insurance before. So, how do you guys... H- how does it work or... Who's the insurance provider that my doctor has to report to- The- ... on their claims or what? So, that's dependent on the policy you select. Uh, s- some medical policies are handled by a company called, uh, 90 Degree Benefits. Oth- others are kind of handled by a different company called American Public Life. In order to see what you're enrolled into and see who, like, who your actual insurance carrier is, I'd need to pull- Mm-hmm. ... up your file on our system. What staffing- Yeah. ... company do you work with? I work for BGFS Staffing. And the last four of your social? Um, 50... 5479, I believe. And your first and last name? Veronica Avila Guzman. Thank you. Can you please verify your address and date of birth? Okay. My address, I don't know if you still have my, um, current address or if you have that old address. But my address at the time of... That I enrolled, I... I think it was 15450 FM 1325. But right now, I am in 2880 Frontera Drive, Round Rock, Texas 78681. No, 78681. Yes. Mm-hmm. Yeah. That's, that's the one that we have, and then your date of birth? Okay. It's January 16th, '78. Thank you. We have a phone number on file for you at 512-850-0633. Is that correct? That is correct. Mm-hmm. Okay. I'm showing, it looks like your medical policy is through American Public Life. Uh, so- Mm-hmm. ... really all you would need to do is just show them your ID card and they should be able to handle it from there. If you do not have a copy of your ID card, I can email that to you. Yes, please, because I don't have... I have no idea who is my carrier. And so what is the name of the company? American? American Public Life. Public Life. Yes. If you can please send me that information. And are you able to see also who's my dental? Uh, that's also through American Public Life. Okay. 'Cause I have the one, uh, for my vision, but I never... I don't think I ever got the one from, um, the healthcare provider. Okay. But, okay. Mm-hmm. Okay. Yeah. So can you confirm we have your email on file as bltveronica@aol.com? Yes. That's correct. Okay. So yeah, I'll go ahead and get a copy of your medical card emailed out to you. This email will be coming from info@benefitsandacard.com. Okay. If you don't see this in your inbox, just check your spam folder. It may have been filtered there. Um, you should be getting this in just a couple of minutes here. Okay? All right. And it will describe, like, for my ben- benefits, will you be able to let me know what are my benefits, as far as medical, like my copays and things like that? That I wouldn't be able to help with, unfortunately. Oh. Uh, just 'cause we're only the enrollment admin for BG. Oh, okay. But there's a customer service number on the ID card, uh, for American Public Life. They should be able to help you out with that. Okay. Perfect. Thank you so much. No problem. Anything else? No, I think that's all. Thank you. You're very welcome. Thanks for calling and have a wonderful day. You too. Thanks. Bye now.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, Chris. Yes. I have a question. Um, I would like to know who... I mean, I never had this type of insurance before. So, how do you guys... H- how does it work or... Who's the insurance provider that my doctor has to report to-

Speaker speaker\_0: The-

Speaker speaker\_1: ... on their claims or what?

Speaker speaker\_0: So, that's dependent on the policy you select. Uh, s- some medical policies are handled by a company called, uh, 90 Degree Benefits. Oth- others are kind of handled by a different company called American Public Life. In order to see what you're enrolled into and see who, like, who your actual insurance carrier is, I'd need to pull-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... up your file on our system. What staffing-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... company do you work with?

Speaker speaker\_1: I work for BGFS Staffing.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Um, 50... 5479, I believe.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Veronica Avila Guzman.

Speaker speaker\_0: Thank you. Can you please verify your address and date of birth?

Speaker speaker\_1: Okay. My address, I don't know if you still have my, um, current address or if you have that old address. But my address at the time of... That I enrolled, I... I think it was 15450 FM 1325. But right now, I am in 2880 Frontera Drive, Round Rock, Texas 78681. No, 78681. Yes. Mm-hmm.

Speaker speaker\_0: Yeah. That's, that's the one that we have, and then your date of birth?

Speaker speaker\_1: Okay. It's January 16th, '78.

Speaker speaker\_0: Thank you. We have a phone number on file for you at 512-850-0633. Is that correct?

Speaker speaker\_1: That is correct. Mm-hmm.

Speaker speaker\_0: Okay. I'm showing, it looks like your medical policy is through American Public Life. Uh, so-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... really all you would need to do is just show them your ID card and they should be able to handle it from there. If you do not have a copy of your ID card, I can email that to you.

Speaker speaker\_1: Yes, please, because I don't have... I have no idea who is my carrier. And so what is the name of the company? American?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: Public Life. Yes. If you can please send me that information. And are you able to see also who's my dental?

Speaker speaker\_0: Uh, that's also through American Public Life.

Speaker speaker\_1: Okay. 'Cause I have the one, uh, for my vision, but I never... I don't think I ever got the one from, um, the healthcare provider.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But, okay. Mm-hmm.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: So can you confirm we have your email on file as bltveronica@aol.com?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: Okay. So yeah, I'll go ahead and get a copy of your medical card emailed out to you. This email will be coming from info@benefitsandacard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you don't see this in your inbox, just check your spam folder. It may have been filtered there. Um, you should be getting this in just a couple of minutes here. Okay?

Speaker speaker\_1: All right. And it will describe, like, for my ben- benefits, will you be able to let me know what are my benefits, as far as medical, like my copays and things like that?

Speaker speaker\_0: That I wouldn't be able to help with, unfortunately.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Uh, just 'cause we're only the enrollment admin for BG.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: But there's a customer service number on the ID card, uh, for American Public Life. They should be able to help you out with that.

Speaker speaker\_1: Okay. Perfect. Thank you so much.

Speaker speaker\_0: No problem. Anything else?

Speaker speaker\_1: No, I think that's all. Thank you.

Speaker speaker\_0: You're very welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_1: You too. Thanks.

Speaker speaker\_0: Bye now.