

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, I was calling... I, I spoke to a representative earlier who helps with resetting my account, but, um, she had brought up something and I, I forgot to follow up at the end of the call. Um, she had mentioned that, um, y'all hadn't received payment. Mm-hmm. And I was not clear if I... I was not clear if I need to... who I need to... ish... How to pay and who, and who to pay to 'cause I, I guess there's like the provider APL and then you guys. I just wasn't sure what I needed to do, but I, I di- didn't wanna... I wanted to make sure that my coverage doesn't lapse. Okay. Um, I have to get in your file to give you information. So what staffing agency do you work for? It's Creative Circle, two words. Mm-hmm. And then what are the last four of your Social? 2325. And your first and last name? Kathleen . Excuse me. Kathleen Kennedy. Okay. For security purposes, can you verify address and date of birth? Uh, 3005 Cedar Crest Drive, McKinney, Texas 75070. Date of birth is 10/18/74. Okay. 407-575-5595, is that your phone number? Yes. And then I have your first name, publicrelations@gmail.com? Mm-hmm. Kennedy Public Relations, yeah. Okay. So yeah. It looks like, uh, we didn't receive, um, a payment from your staffing agency for this week. So- Yeah. I-... Yeah. I'm in- ... this means you're in arrears. ... I'm in between assignments. Gotcha. Um, did you want to make a payment? Yeah. Like I said, I, this wasn't... Um, 'cause it's new. I just- Mm-hmm. I just learned today who the provider was and where to get my card- Gotcha. ... and all the stuff. Oh, okay. So I was like, "Oh gosh, I'm trying to remember all the things I have to do." So yes, whatever I need to do to make sure this cover doesn't lapse- Okay. ... um- Gotcha. Yeah. Okay. Yeah, you... We can take a direct payment over the phone. Um, did you- Okay. ... want to pay the 34.58? Yes. Okay. Let me see. And then is it the same, um- Is that like credit or do you do checking account or how does that... Uh, we take... I believe we take anything except, if I'm not mistaken, A-... If I'm not wrong, I don't think we take AMEX, but let me verify 'cause there's a certain one- Perfect. ... that we will not take. Let me confirm real quick. Okay. Hello? Hello. Uh, the only one that we don't take is American Express. Hmm. Okay. And- And then for the card holder name is in the address, is it gonna be the same one that we have on the file? Yes. And then how about the email receipt? Same email? Yes. Okay. All right. Give me one second. All right. Uh, sending it up. And that was Cedar Crest Drive? Mm-hmm. All right. I'm ready for that, um, credit card number or card number. It is 4811- Mm-hmm. ... 7600- Mm-hmm. ... 4659. You said 4659? Mm-hmm. Yes. Mm-hmm. And 6813. Okay. And then the security code. 082. Expiration date. 02/27. All right. And then do you allow me to make the direct payment for the week of the 3rd 'til the 9th of \$34.58? Yes. Okay. All right. That has been made. Did you want the, um, the authorization number? Uh, no. That's okay. Is there a receipt or anything? Yeah. I sent it to your email. Okay, cool. Kennedypublicrelations@gmail.com. And then it should come from

info@benefitsinacard.com. Okay, cool. So your coverage for this week, okay? Awesome. And just one more question if you have a sec? Mm-hmm. Um, okay. So like I'm trying to do some wellness claims and, um, I guess my question is, is, is APL the only coverage provider under my account? Correct, yes. Um, that would be who you would have to reach out to, which is APL. Okay. They, um... It's under the Insure Plus Basic, Group Accident and Critical Illness. So yeah, your carrier is American Public Life. Okay. But I signed up for the Plus. Yeah. So any of the Insure plans, it would be through American APL. Oh, okay. All right. I already got it. Okay. I just wasn't sure if there was one for like the basic and one for the extra, but okay. All right. Cool. I think I'm getting familiar now. Thank you for your help. You're welcome. And then, so I was gonna tell you that for your medical plan that you have, you're not required to stay within the network as long as they take that insurance. Okay. Wonderful. Mm-hmm. Yes, ma'am. All right. Well, thank you for your help. You're welcome. Have a great day. You too. Okay. Thank you for your time. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I was calling... I, I spoke to a representative earlier who helps with resetting my account, but, um, she had brought up something and I, I forgot to follow up at the end of the call. Um, she had mentioned that, um, y'all hadn't received payment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I was not clear if I... I was not clear if I need to... who I need to... ish... How to pay and who, and who to pay to 'cause I, I guess there's like the provider APL and then you guys. I just wasn't sure what I needed to do, but I, I di- didn't wanna... I wanted to make sure that my coverage doesn't lapse.

Speaker speaker_0: Okay. Um, I have to get in your file to give you information. So what staffing agency do you work for?

Speaker speaker_1: It's Creative Circle, two words.

Speaker speaker_0: Mm-hmm. And then what are the last four of your Social?

Speaker speaker_1: 2325.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kathleen . Excuse me. Kathleen Kennedy.

Speaker speaker_0: Okay. For security purposes, can you verify address and date of birth?

Speaker speaker_1: Uh, 3005 Cedar Crest Drive, McKinney, Texas 75070. Date of birth is 10/18/74.

Speaker speaker_0: Okay. 407-575-5595, is that your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name, publicrelations@gmail.com?

Speaker speaker_1: Mm-hmm. Kennedy Public Relations, yeah.

Speaker speaker_0: Okay. So yeah. It looks like, uh, we didn't receive, um, a payment from your staffing agency for this week. So-

Speaker speaker_1: Yeah. I-... Yeah. I'm in-

Speaker speaker_0: ... this means you're in arrears.

Speaker speaker_1: ... I'm in between assignments.

Speaker speaker_0: Gotcha. Um, did you want to make a payment?

Speaker speaker_1: Yeah. Like I said, I, this wasn't... Um, 'cause it's new. I just-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I just learned today who the provider was and where to get my card-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... and all the stuff.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: So I was like, "Oh gosh, I'm trying to remember all the things I have to do." So yes, whatever I need to do to make sure this cover doesn't lapse-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um-

Speaker speaker_0: Gotcha.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, you... We can take a direct payment over the phone. Um, did you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... want to pay the 34.58?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me see. And then is it the same, um-

Speaker speaker_1: Is that like credit or do you do checking account or how does that...

Speaker speaker_0: Uh, we take... I believe we take anything except, if I'm not mistaken, A-... If I'm not wrong, I don't think we take AMEX, but let me verify 'cause there's a certain one-

Speaker speaker_1: Perfect.

Speaker speaker_0: ... that we will not take. Let me confirm real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: Hello?

Speaker speaker_1: Hello.

Speaker speaker_0: Uh, the only one that we don't take is American Express.

Speaker speaker_1: Hmm. Okay. And-

Speaker speaker_0: And then for the card holder name is in the address, is it gonna be the same one that we have on the file?

Speaker speaker_1: Yes.

Speaker speaker_0: And then how about the email receipt? Same email?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. Give me one second. All right. Uh, sending it up. And that was Cedar Crest Drive?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. I'm ready for that, um, credit card number or card number.

Speaker speaker_1: It is 4811-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 7600-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 4659.

Speaker speaker_0: You said 4659?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And 6813.

Speaker speaker_0: Okay. And then the security code.

Speaker speaker_1: 082.

Speaker speaker_0: Expiration date.

Speaker speaker_1: 02/27.

Speaker speaker_0: All right. And then do you allow me to make the direct payment for the week of the 3rd 'til the 9th of \$34.58?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. That has been made. Did you want the, um, the authorization number?

Speaker speaker_1: Uh, no. That's okay. Is there a receipt or anything?

Speaker speaker_0: Yeah. I sent it to your email.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: Kennedypublicrelations@gmail.com. And then it should come from info@benefitsinacard.com.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: So your coverage for this week, okay?

Speaker speaker_1: Awesome. And just one more question if you have a sec?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, okay. So like I'm trying to do some wellness claims and, um, I guess my question is, is, is APL the only coverage provider under my account?

Speaker speaker_0: Correct, yes. Um, that would be who you would have to reach out to, which is APL.

Speaker speaker_1: Okay.

Speaker speaker_0: They, um... It's under the Insure Plus Basic, Group Accident and Critical Illness. So yeah, your carrier is American Public Life.

Speaker speaker_1: Okay. But I signed up for the Plus.

Speaker speaker_0: Yeah. So any of the Insure plans, it would be through American APL.

Speaker speaker_1: Oh, okay. All right. I already got it. Okay. I just wasn't sure if there was one for like the basic and one for the extra, but okay. All right. Cool. I think I'm getting familiar now. Thank you for your help.

Speaker speaker_0: You're welcome. And then, so I was gonna tell you that for your medical plan that you have, you're not required to stay within the network as long as they take that insurance.

Speaker speaker_1: Okay. Wonderful.

Speaker speaker_0: Mm-hmm. Yes, ma'am.

Speaker speaker_1: All right. Well, thank you for your help.

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

Speaker speaker_1: You too. Okay.

Speaker speaker_0: Thank you for your time. Bye.