

## Transcript: Estefania

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Gabrielle. Um, I didn't... I kind of needed the number for my medical insurance card. Um, the number I called, it's like... I don't know. It's out of- it's not out of service, but it's not a medical number, um, for APL. And I don't know, like, if I could call you guys and get it, or if you have a number- Okay. ... I'm supposed to call for, like, the actual- What- ... benefit. Yeah. What number is it that you have? Can you give it to me? Oh, um, I'd have to go downstairs. Oh, no, it's okay then. So... Um, if you want- Okay. ... I can get in your file and then I can see who's your carrier, 'cause sometimes we do have different carriers. Okay. It just depends on what plan you have. So if you want, I can get in your file and then I'll give you the number and I can transfer you as well. Okay, thanks a lot. Um, and then who is the staffing agency that you're with? BGSS. And then what are the last four of your Social? 4330. And then you said your name was Gabriella, right? Yeah, and my last name is H-aqq. Thank you. For security purposes, I do need you to verify your address and your date of birth. Okay. My address is 25 Terminus Place, Atlanta, 30305. And then 10/18/90. Okay, thank you. Is your phone number still the 651-888-9548? Yeah, it is. And then I have your last name, first name, @gmail.com as your email to follow that up to date? Yes. Okay. All right. And then it looks like for your dental, term life, and your VIP standard, um, they're under American Public Life. And vision, it would be under MetLife. But if you want, I can go ahead and transfer you. I'm guessing it was for... Was it for the medical one or term life dental? Definitely you want to go to American Public Life, right? Or is it regarding your vision plan? Um, no, um, it was APL, on what I- Okay. Where's that little... Okay, I got it. I got the number now. Yeah, it says APL Carrington. Mm-hmm. But- Okay. ... I don't know if this is a up-to-date insurance card or the old one. So... Oh, okay, gotcha. Uh... So if you want, if, if it makes you feel better too, I can see- But you just said it's APL. I'm sorry. You said it's still APL for, um- Yeah. Yeah. Mm-hmm. ... dental and physical? I mean- Yes. ... physical. And then- Uh, medical. ... their, their phone number is 800-256-8606. Is that the number that you're seeing? Um, no, I had a 800-290-0523. Um- Oh, so that's for, um, the network of the dental plan. But it's... I can transfer you to American Public Life because it's a... That's who the carrier is, but the lease is through Carrington. Gotcha. So that 8606 number is what I need to call, that one gave me? Right. Mm-hmm. Okay. And then if you... Did you write it down already or... Yeah. Or do you remember what it was? I see, it is on... listed as on this card I have. They had two numbers and I called that other number, so I gotcha. Oh, gotcha. Uh, It's okay. So when I, um, when I call them, would I give them... It's like three numbers. It's the payer ID number, a policy, and a group number. Honestly- Oh. ... I'd, I believe it would be your policy number, but they- Okay. ... should be able to find you, like, with, with either of those. But it's either the policy or the group number. I

know when you go to the doctor, you give them the policy number, um, but it really just depends on what they tell you. Let's see, and the last person's name was Jake, who sent me the, these cards. I just wanted the up-to-date cards and I don't have an email for that, but I got- Okay, I could submit to you. Okay, perfect. If it's- I'm 2023, but, I mean, I've been with them since 2021. It's just one year- Oh, okay. ... you guys changed from Superior Vision to MetLife. Correct. And that's... I believe that if that's the last change, I should be good to go. But yeah, I would like a new copy. Okay, yeah. And I hope no one sent me some already and I'm skipping it, but I can't find it. Like... So if you, if you want, I can go ahead and request, request them again. Do you want the dental and your medical card to send, be sent out to you? Yeah, all of them. Okay. Yeah, whatever one's come, like, with the card. Because mine, I don't have that MetLife. I still have Superior Vision. Gotcha. Okay, so if you want- After the holidays, I'll probably schedule some stuff. Gotcha. I'll go ahead and email that to you. Um, before I let you go, could I put you on a brief hold just so that I'm sure that you did receive it? Okay, thank you. Yeah. You're welcome. I'll be right back.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Stephanie. My name is Gabrielle. Um, I didn't... I kind of needed the number for my medical insurance card. Um, the number I called, it's like... I don't know. It's out of- it's not out of service, but it's not a medical number, um, for APL. And I don't know, like, if I could call you guys and get it, or if you have a number-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I'm supposed to call for, like, the actual-

Speaker speaker\_1: What-

Speaker speaker\_2: ... benefit.

Speaker speaker\_1: Yeah. What number is it that you have? Can you give it to me?

Speaker speaker\_2: Oh, um, I'd have to go downstairs.

Speaker speaker\_1: Oh, no, it's okay then.

Speaker speaker\_2: So... Um, if you want-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I can get in your file and then I can see who's your carrier, 'cause sometimes we do have different carriers.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It just depends on what plan you have. So if you want, I can get in your file and then I'll give you the number and I can transfer you as well. Okay, thanks a lot.

Speaker speaker\_1: Um, and then who is the staffing agency that you're with?

Speaker speaker\_2: BGSS.

Speaker speaker\_1: And then what are the last four of your Social?

Speaker speaker\_2: 4330.

Speaker speaker\_1: And then you said your name was Gabriella, right?

Speaker speaker\_2: Yeah, and my last name is H-aqq.

Speaker speaker\_1: Thank you. For security purposes, I do need you to verify your address and your date of birth.

Speaker speaker\_2: Okay. My address is 25 Terminus Place, Atlanta, 30305. And then 10/18/90.

Speaker speaker\_1: Okay, thank you. Is your phone number still the 651-888-9548?

Speaker speaker\_2: Yeah, it is.

Speaker speaker\_1: And then I have your last name, first name, @gmail.com as your email to follow that up to date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right. And then it looks like for your dental, term life, and your VIP standard, um, they're under American Public Life. And vision, it would be under MetLife. But if you want, I can go ahead and transfer you. I'm guessing it was for... Was it for the medical one or term life dental? Definitely you want to go to American Public Life, right? Or is it regarding your vision plan?

Speaker speaker\_2: Um, no, um, it was APL, on what I-

Speaker speaker\_1: Okay.

Speaker speaker\_2: Where's that little... Okay, I got it. I got the number now. Yeah, it says APL Carrington.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: But-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I don't know if this is a up-to-date insurance card or the old one. So...

Speaker speaker\_1: Oh, okay, gotcha.

Speaker speaker\_2: Uh...

Speaker speaker\_1: So if you want, if, if it makes you feel better too, I can see-

Speaker speaker\_2: But you just said it's APL. I'm sorry. You said it's still APL for, um-

Speaker speaker\_1: Yeah. Yeah. Mm-hmm.

Speaker speaker\_2: ... dental and physical? I mean-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... physical.

Speaker speaker\_1: And then-

Speaker speaker\_2: Uh, medical.

Speaker speaker\_1: ... their, their phone number is 800-256-8606. Is that the number that you're seeing?

Speaker speaker\_2: Um, no, I had a 800-290-0523. Um-

Speaker speaker\_1: Oh, so that's for, um, the network of the dental plan. But it's... I can transfer you to American Public Life because it's a... That's who the carrier is, but the lease is through Carrington.

Speaker speaker\_2: Gotcha. So that 8606 number is what I need to call, that one gave me?

Speaker speaker\_1: Right. Mm-hmm.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then if you... Did you write it down already or...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Or do you remember what it was?

Speaker speaker\_2: I see, it is on... listed as on this card I have. They had two numbers and I called that other number, so I gotcha.

Speaker speaker\_1: Oh, gotcha. Uh, It's okay.

Speaker speaker\_2: So when I, um, when I call them, would I give them... It's like three numbers. It's the payer ID number, a policy, and a group number.

Speaker speaker\_1: Honestly-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... I'd, I believe it would be your policy number, but they-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... should be able to find you, like, with, with either of those. But it's either the policy or the group number. I know when you go to the doctor, you give them the policy

number, um, but it really just depends on what they tell you.

Speaker speaker\_2: Let's see, and the last person's name was Jake, who sent me the, these cards. I just wanted the up-to-date cards and I don't have an email for that, but I got-

Speaker speaker\_1: Okay, I could submit to you.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: If it's-

Speaker speaker\_2: I'm 2023, but, I mean, I've been with them since 2021. It's just one year-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: ... you guys changed from Superior Vision to MetLife.

Speaker speaker\_1: Correct.

Speaker speaker\_2: And that's... I believe that if that's the last change, I should be good to go. But yeah, I would like a new copy.

Speaker speaker\_1: Okay, yeah.

Speaker speaker\_2: And I hope no one sent me some already and I'm skipping it, but I can't find it. Like...

Speaker speaker\_1: So if you, if you want, I can go ahead and request, request them again. Do you want the dental and your medical card to send, be sent out to you?

Speaker speaker\_2: Yeah, all of them.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, whatever one's come, like, with the card. Because mine, I don't have that MetLife. I still have Superior Vision.

Speaker speaker\_1: Gotcha. Okay, so if you want-

Speaker speaker\_2: After the holidays, I'll probably schedule some stuff.

Speaker speaker\_1: Gotcha. I'll go ahead and email that to you. Um, before I let you go, could I put you on a brief hold just so that I'm sure that you did receive it?

Speaker speaker\_2: Okay, thank you. Yeah.

Speaker speaker\_1: You're welcome. I'll be right back.