

## 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? Hey, this is Brianna Lockhart. So I have a dentist appointment today, and they called me back and said that y'all need to send over my dental policy information. Um, they asked for like a card. They need to see your card? Yes. I, I showed them a picture of the card actually. Like- Yeah. 'Cause all they really should be asking for is that policy number. Um, we don't send anything. Yeah. They said I was thinking so. I- I can send you your em- your card via email though. Okay. But let me open your file up. What staffing agency- MBS. ... work for? What was that? Um, what staffing agency do you work for? MAB. And what is the last four of your Social? 5139. And your first and last name, please. Brianna Lockhart. Okay. For security purposes, can you verify address and date of birth? Um, I guess, see I have the 2700 College Drive. Um. So it's security questions, I'm not really allowed to tell you. Oh. But you can, um, let me know both of those address if you're not so sure which one we have. Okay. 2700 College Drive, apartment 1108. So we don't have that one. 7321. Yes, that- 7321. Right. ... Cardinal Avenue of Columbus- Okay. ... Georgia 30902nd. And then the date of birth? 07/23/2002. 7063064111 is your phone number? Yes. 7064111. Okay. So yeah, your coverage is definitely active for dental. Um, I can send you your card via email, but that's... I'm not really sure why they're even... 'Cause we don't send anything. All we send you is your, um, your card. Are they showing you're not active or what are they telling you? Okay. Could you, am I staying on the line or 911 a different number? Yeah, different number. Yeah, see what they really trying to ask for. One second. Hello? Yes, ma'am. So she hasn't answered. So I, um, sent her picture. What she emailed me, right? The APL card. Uh, so APL is your, would be... Let me see. So a- if it only says APL, that's your, um, medical card. It has to say Carrington on it. C-A-R-R-I-N-G-T-O-N. Well, I don't have that one, do this. Okay. I can go ahead and send it to you 'cause they might be asking you to forward that 'cause I think you're showing them the wrong card. You're showing them your medical card. Yeah. Yeah. Um, but give me one second. Let me, um, let me send it to you. Can I put you in a brief hold? Yes. Okay. So just miss out, missed out on that part. But I can give you the policy number for your dental plan 'cause that's what they asked for. Okay. So you don't have like a, a card or nothing else? That I can send to you, no, 'cause n- right now our systems are down with the cards. But I can provide the policy number, which is what you're gonna need. Okay. It's fine. And let me know when you're ready. Um, I'm ready right now. So your policy number for your dental plan is 259- Okay. ... 657- Okay. ... 4. So 259-657- 2574. Okay. Okay? Okay. So that's the policy number, um, that they should be taking. Okay. 'Cause you probably had the card that said APL. This is for your, um, Insurplus Basic. So that's why they probably told you to contact us 'cause you were showing them your medical card that doesn't cover dental. Yeah. That's what it says. Um, medical, Dental- American. ... Health Care Plan. Mm-hmm. Yeah. And you need

your dental 'cause that's a different plan. Dental's different, same carrier, but it's a different plan. Mm-hmm. And different policy number. Okay. If you have any issues though, um, you're welcome to call us. But that policy number should work. If you do want, have to call us, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay? But that should- Okay. ... they should be taken after that. Okay. Thank you. Okay. You're welcome. Have a nice day. You as well.

## 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: Hey, this is Brianna Lockhart. So I have a dentist appointment today, and they called me back and said that y'all need to send over my dental policy information. Um, they asked for like a card.

Speaker speaker\_0: They need to see your card?

Speaker speaker\_1: Yes. I, I showed them a picture of the card actually. Like-

Speaker speaker\_0: Yeah. 'Cause all they really should be asking for is that policy number. Um, we don't send anything.

Speaker speaker\_1: Yeah. They said I was thinking so. I-

Speaker speaker\_0: I can send you your em- your card via email though.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But let me open your file up. What staffing agency-

Speaker speaker\_1: MBS.

Speaker speaker\_0: ... work for?

Speaker speaker\_1: What was that?

Speaker speaker\_0: Um, what staffing agency do you work for?

Speaker speaker\_1: MAB.

Speaker speaker\_0: And what is the last four of your Social?

Speaker speaker\_1: 5139.

Speaker speaker\_0: And your first and last name, please.

Speaker speaker\_1: Brianna Lockhart.

Speaker speaker\_0: Okay. For security purposes, can you verify address and date of birth?

Speaker speaker\_1: Um, I guess, see I have the 2700 College Drive.

Speaker speaker\_0: Um.

Speaker speaker\_1: So it's security questions, I'm not really allowed to tell you. Oh.

Speaker speaker\_0: But you can, um, let me know both of those address if you're not so sure which one we have.

Speaker speaker\_1: Okay. 2700 College Drive, apartment 1108.

Speaker speaker\_0: So we don't have that one.

Speaker speaker\_1: 7321.

Speaker speaker\_0: Yes, that-

Speaker speaker\_1: 7321.

Speaker speaker\_0: Right.

Speaker speaker\_1: ... Cardinal Avenue of Columbus-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... Georgia 30902nd.

Speaker speaker\_0: And then the date of birth?

Speaker speaker\_1: 07/23/2002.

Speaker speaker\_0: 7063064111 is your phone number?

Speaker speaker\_1: Yes. 7064111.

Speaker speaker\_0: Okay. So yeah, your coverage is definitely active for dental. Um, I can send you your card via email, but that's... I'm not really sure why they're even... 'Cause we don't send anything. All we send you is your, um, your card. Are they showing you're not active or what are they telling you?

Speaker speaker\_1: Okay. Could you, am I staying on the line or 911 a different number?

Speaker speaker\_0: Yeah, different number.

Speaker speaker\_1: Yeah, see what they really trying to ask for. One second. Hello?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: So she hasn't answered. So I, um, sent her picture. What she emailed me, right? The APL card.

Speaker speaker\_0: Uh, so APL is your, would be... Let me see. So a- if it only says APL, that's your, um, medical card. It has to say Carrington on it. C-A-R-R-I-N-G-T-O-N.

Speaker speaker\_1: Well, I don't have that one, do this.

Speaker speaker\_0: Okay. I can go ahead and send it to you 'cause they might be asking you to forward that 'cause I think you're showing them the wrong card. You're showing them your medical card.

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: Um, but give me one second. Let me, um, let me send it to you. Can I put you in a brief hold?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So just miss out, missed out on that part. But I can give you the policy number for your dental plan 'cause that's what they asked for.

Speaker speaker\_2: Okay. So you don't have like a, a card or nothing else?

Speaker speaker\_0: That I can send to you, no, 'cause n- right now our systems are down with the cards. But I can provide the policy number, which is what you're gonna need.

Speaker speaker\_2: Okay. It's fine.

Speaker speaker\_0: And let me know when you're ready.

Speaker speaker\_2: Um, I'm ready right now.

Speaker speaker\_0: So your policy number for your dental plan is 259-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 657-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 4. So 259-657-

Speaker speaker\_2: 2574. Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_0: So that's the policy number, um, that they should be taking.

Speaker speaker\_2: Okay.

Speaker speaker\_0: 'Cause you probably had the card that said APL. This is for your, um, Insurplus Basic. So that's why they probably told you to contact us 'cause you were showing them your medical card that doesn't cover dental.

Speaker speaker\_2: Yeah. That's what it says. Um, medical, Dental-

Speaker speaker\_0: American.

Speaker speaker\_2: ... Health Care Plan. Mm-hmm.

Speaker speaker\_0: Yeah. And you need your dental 'cause that's a different plan. Dental's different, same carrier, but it's a different plan.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: And different policy number.

Speaker speaker\_2: Okay.

Speaker speaker\_0: If you have any issues though, um, you're welcome to call us. But that policy number should work. If you do want, have to call us, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay? But that should-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... they should be taken after that.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: Okay. You're welcome. Have a nice day.

Speaker speaker\_2: You as well.