

## **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? Hey, uh, my name is Laurie Gagolinski and I work, uh, for Site Staffing. Mm-hmm. Um, I believe I enrolled for the dental and the vision. I don't know if you cover both of those, but they do take money, um, out of my check every week for- Mm-hmm. ... um, those benefits. But I don't recall ever getting like a policy number or a card to give, um, to the, um, the dental office when I go. Gotcha. Okay, so you're just calling to receive your information? Correct. Okay. Oh, yeah, I can help you with that. Um, what agency is that you're with? It's called Site Staffing. It's a temp agency. Okay, thank you. And then, um, what are the last four numbers of your Social? 4516. Okay, thank you. For security purposes, I would need you to verify your address as well as- Okay. ... your date of birth. Sure. Yeah, my address is 5450 South Buckhorn Avenue, Cudahy, Wisconsin, 53110. And the last four- or the last- the phone number you said? Uh, 414-339-4695. Um, so I actually need your date of birth, I'm sorry. Oh, sorry. July, um, 7, 2172. Okay. And then is your email address L-G-A-D-Z-A-L-I-N- I-N-S-K-I- ... S-K-I- ... @gmail.com? @gmail.com. Yep. That's what I'm asking. Okay. All right. If you want, I can go ahead and send you those cards. Um, you said you never received it through the mail? I never... If I received it, I guess I didn't realize that what, what it was. Like I wasn't... Um, I didn't... If, if, if I did get it, I didn't, I didn't know that I got it, so. Gotcha. If you want, I can put in a request for you to get them already, um- Okay. ... via mail and then- Okay. ... I'll go ahead and send you your cards via email as well. Okay, because I do have, um, a dental exam, um, coming up on Monday, and I'm just wondering about, um, is there any way to s- that I could submit, um, a receipt? Um, October 29th, I went to the dentist and I paid... It was... The bill was \$147. I just paid that out of pocket 'cause I didn't even know that I had insurance, that I was- Mm-hmm. You know, like I guess I forgot that I enrolled. Um, I didn't rem- I didn't remember that I had insurance or that it was covered. Um, I don't know how much, you know, obviously, uh, h- what portion of that would be covered or if any of it would be covered, but is there a way to just submit that? Because I would have had insurance at that time. So I would have to transfer you to the carrier for that. Okay. And then they, they would take care of that part for you, 'cause you said- Okay. ... it was for October... What was it? It was... The, the, the date was October 29th. Gotcha. So you did have active coverage, um, for that- Yeah. ... week, but I would have to transfer you to the carrier and they would tell you if that particular service would be covered or not and then how much of it it would be covered. So after- Okay. ... I send you that information, if you wish I can transfer you as well. Sure. And then I'll provide you the phone number of the carrier just in case the dr- call drops for some reason. And who, who is the carrier of the dental? It's American Public Life. American Public Life? Yes, ma'am. And then are you ready for that number? I can go ahead and give it to you. Sure. I, I can get the number. It's 800-256-8606.

Okay. And then it's gonna be on the cards that I'm gonna send you as well, but ... you're gonna need to do that. Okay. And if... When, when... If you send it to me for the, for the email, um, then there will be a policy number on there as well so that- Yeah. ... when I go to... Okay. Yeah. So there's- So when I go to the policy... Yeah. So they'll be the policy number and then, um, like the network number that you can contact to find prov- Okay. ... providers. So all that information is on that card. Um, but do you mind getting put in a brief hold while I, while I send you that information to your email? Sure. You can... That's, that's fine. You can put me on hold. Thank you. Mm-hmm. Okay. Yeah. Where should I put her? Yeah. So then, once Okay. Thank you for holding. I went ahead and sent you your card, um, via email, and I submitted that request for you to receive your dental card as well. Um- Okay. Can you verify that you have received that email, though, before I let you go? Mm-hmm. If you don't see it right away, I would check your spam file and your junk first, because sometimes it sends it there. It should come from a e- an email that says info@benefitsinacard.com. Oh, yeah. I got it. Yep. Okay. Thanks. Okay. And then that's gonna have your, um, policy number and, and stuff. And then your physical card, you should receive it within seven to 10 days, business days. Okay? Okay. And then, um, just so that I know what to look for, who, who is the sender? Does it say, is it Benefits In a Card? I'm sorry? The, the sender of the card, you guys are Benefits In a Card? Is that- Yes. ... what it's gonna say on the mail? Yeah. It's gonna say info- Okay. ... @benefitsinacard.com. Okay. If you want, you can look to see if you've received it, just in case that you didn't, just so that I can send it again if you didn't get it. Okay. I mean, I do have it on the email. I just, obvi- when I, when it comes in the mail. Oh, okay. Yeah. I'm just saying, when it comes in the mail- Oh, yeah. ... so I know what to look for- Yes, ma'am. ... so that, you know, so that it doesn't get tossed into, into a- Oh, yeah. ... spam folder or something, you know? Yeah. Okay. Yes, ma'am. Okay. All right. And then the... Then you gave me the number to call for that other, um, form to- And if you wish, I can... Correct. And if you wish, I can transfer you. Okay. That'd be great. Thank you so much. You're welcome. I hope you have a good day. Thank you for your time. Okay. Thank you.

## Conversation Format

Speaker speaker\_0: 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?

Speaker speaker\_1: Hey, uh, my name is Laurie Gagolinski and I work, uh, for Site Staffing.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, I believe I enrolled for the dental and the vision. I don't know if you cover both of those, but they do take money, um, out of my check every week for-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... um, those benefits. But I don't recall ever getting like a policy number or a card to give, um, to the, um, the dental office when I go.

Speaker speaker\_0: Gotcha. Okay, so you're just calling to receive your information?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Oh, yeah, I can help you with that. Um, what agency is that you're with?

Speaker speaker\_1: It's called Site Staffing. It's a temp agency.

Speaker speaker\_0: Okay, thank you. And then, um, what are the last four numbers of your Social?

Speaker speaker\_1: 4516.

Speaker speaker\_0: Okay, thank you. For security purposes, I would need you to verify your address as well as-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your date of birth.

Speaker speaker\_1: Sure. Yeah, my address is 5450 South Buckhorn Avenue, Cudahy, Wisconsin, 53110. And the last four- or the last- the phone number you said? Uh, 414-339-4695.

Speaker speaker\_0: Um, so I actually need your date of birth, I'm sorry.

Speaker speaker\_1: Oh, sorry. July, um, 7, 2172.

Speaker speaker\_0: Okay. And then is your email address L-G-A-D-Z-A-L-I-N-

Speaker speaker\_1: I-N-S-K-I-

Speaker speaker\_0: ... S-K-I-

Speaker speaker\_1: ... @gmail.com?

Speaker speaker\_0: @gmail.com. Yep. That's what I'm asking.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. If you want, I can go ahead and send you those cards. Um, you said you never received it through the mail?

Speaker speaker\_1: I never... If I received it, I guess I didn't realize that what, what it was. Like I wasn't... Um, I didn't... If, if, if I did get it, I didn't, I didn't know that I got it, so.

Speaker speaker\_0: Gotcha. If you want, I can put in a request for you to get them already, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... via mail and then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I'll go ahead and send you your cards via email as well.

Speaker speaker\_1: Okay, because I do have, um, a dental exam, um, coming up on Monday, and I'm just wondering about, um, is there any way to s- that I could submit, um, a receipt? Um, October 29th, I went to the dentist and I paid... It was... The bill was \$147. I just paid that out of pocket 'cause I didn't even know that I had insurance, that I was-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: You know, like I guess I forgot that I enrolled. Um, I didn't rem- I didn't remember that I had insurance or that it was covered. Um, I don't know how much, you know, obviously, uh, h- what portion of that would be covered or if any of it would be covered, but is there a way to just submit that? Because I would have had insurance at that time.

Speaker speaker\_0: So I would have to transfer you to the carrier for that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then they, they would take care of that part for you, 'cause you said-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it was for October... What was it?

Speaker speaker\_1: It was... The, the, the date was October 29th.

Speaker speaker\_0: Gotcha. So you did have active coverage, um, for that-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... week, but I would have to transfer you to the carrier and they would tell you if that particular service would be covered or not and then how much of it it would be covered. So after-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I send you that information, if you wish I can transfer you as well.

Speaker speaker\_1: Sure.

Speaker speaker\_0: And then I'll provide you the phone number of the carrier just in case the dr- call drops for some reason.

Speaker speaker\_1: And who, who is the carrier of the dental?

Speaker speaker\_0: It's American Public Life.

Speaker speaker\_1: American Public Life?

Speaker speaker\_0: Yes, ma'am. And then are you ready for that number? I can go ahead and give it to you.

Speaker speaker\_1: Sure. I, I can get the number.

Speaker speaker\_0: It's 800-256-8606.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then it's gonna be on the cards that I'm gonna send you as well, but ... you're gonna need to do that.

Speaker speaker\_1: Okay. And if... When, when... If you send it to me for the, for the email, um, then there will be a policy number on there as well so that-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... when I go to... Okay.

Speaker speaker\_0: Yeah. So there's-

Speaker speaker\_1: So when I go to the policy...

Speaker speaker\_0: Yeah. So they'll be the policy number and then, um, like the network number that you can contact to find prov-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... providers. So all that information is on that card. Um, but do you mind getting put in a brief hold while I, while I send you that information to your email?

Speaker speaker\_1: Sure. You can... That's, that's fine. You can put me on hold.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Where should I put her? Yeah.

Speaker speaker\_3: So then, once

Speaker speaker\_0: Okay. Thank you for holding. I went ahead and sent you your card, um, via email, and I submitted that request for you to receive your dental card as well. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Can you verify that you have received that email, though, before I let you go?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: If you don't see it right away, I would check your spam file and your junk first, because sometimes it sends it there. It should come from a e- an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_1: Oh, yeah. I got it. Yep. Okay. Thanks.

Speaker speaker\_0: Okay. And then that's gonna have your, um, policy number and, and stuff. And then your physical card, you should receive it within seven to 10 days, business

days. Okay?

Speaker speaker\_1: Okay. And then, um, just so that I know what to look for, who, who is the sender? Does it say, is it Benefits In a Card?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: The, the sender of the card, you guys are Benefits In a Card? Is that-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... what it's gonna say on the mail?

Speaker speaker\_0: Yeah. It's gonna say info-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... @benefitsinacard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you want, you can look to see if you've received it, just in case that you didn't, just so that I can send it again if you didn't get it.

Speaker speaker\_1: Okay. I mean, I do have it on the email. I just, obvi- when I, when it comes in the mail.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Yeah. I'm just saying, when it comes in the mail-

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: ... so I know what to look for-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... so that, you know, so that it doesn't get tossed into, into a-

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: ... spam folder or something, you know? Yeah.

Speaker speaker\_0: Okay. Yes, ma'am.

Speaker speaker\_1: Okay. All right. And then the... Then you gave me the number to call for that other, um, form to-

Speaker speaker\_0: And if you wish, I can... Correct. And if you wish, I can transfer you.

Speaker speaker\_1: Okay. That'd be great. Thank you so much.

Speaker speaker\_0: You're welcome. I hope you have a good day. Thank you for your time.

Speaker speaker\_1: Okay. Thank you.