

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Mm-hmm. Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today? Hello. How you doing, ma'am? My name is Christopher Dease. Um, I was, uh, trying to get my, um, my, uh, my policy for my dentist appointment that's coming up, my policy and number and things like that. Can I just take a look, what staffing company do you work with? I work with Integrity, um, Integrity for Bolingbrook for, um, Weatherset. Do you mean you work for Integrity Trade Solutions? Yes, ma'am. What are the last four of your Social? 1213. For security purposes, can you please verify your mailing address and your date of birth? Uh, 209 Hickory Street, Apartment 1, OHRP, or P.O. Box 1913, Bolingbrook, Illinois 30440, 5491. We have that phone number to reach you, 773-712-3969? Yeah. And we have your email then as positivesolutions101@gmail.com? Yes, ma'am. Well, sir, you're not active in benefits yet, so I'm not able to provide you that policy number since it hasn't been created as of right now. Well, the lady said they took the, they took the money out this check, so how long does it take for them to, for it show? Because my, um, my doctor's appointment Thursday, I got a wisdom tooth that really hurt in there. I got to get it taken out. Okay. So there will be two things that I would like to comment in regards to that. The first one is to answer your question, for the policy activation process, when you see your first adoption, following Monday is when your policy becomes active, and that's when they start creating all of your information and putting it into the system. Friday of that week is when they send out the benefit cards. However, we have access to the digital copies Wednesday of your activation week and go moving forward. I will recommend calling us back on Monday. If we don't have it yet, we can request the front office to try to get it. And the only other thing that I would also like to advise you of, I can't guarantee whether or not that wisdom tooth is being pulled is covered under these PPO limited plans. I don't think it is, and I'm not sure if it will be considered a preexisting issue. Okay. I mean, uh, I mean, you'll at least cover half of it, or at least the examination or anything like that? I would recommend speaking with the carrier, which is American Public Life. They'll be able to tell you specifically what will be covered under that plan from that procedure, to let you know somewhat give you a mindset of how much they're gonna cover of that service. So it's called... So the insurance I had- it's called American Life? Uh, no, the carrier is called American Public Life. Okay, so I could call them in. What I got, I got PPO Limited? Yes, sir. They're all PPO Limited. When you speak with the carrier, you just have to let them know that you have your insurance through Integrity Trade Services, and that you were calling to see if- Okay. ... that service would be covered. Okay, thank you. So I just google American Public Life, right? No, sir. I was actually gonna offer you the phone number and to get you transferred over to them. Okay. Um, oh, okay. Hold on. Let me go write it down one second. Okay, uh- Take your time. ... let me look it up. It is 800- Uh-huh. ... 256- Okay. ... 8606. 8606?

Yes, sir. And I got PPO Limited? Yes, sir. Okay. Well, now when I call them, do I, would I be able to change it with them or no? No, if you're gonna do any policy changes, you have to speak back with us. The only thing is your employer only offers that one dental plan. There isn't any room to go up or down from. Okay. Okay, thank you. Of course. Do you want me to transfer you to them? Uh, no, that's okay. My girlfriend just called. She fixing to go crazy. I'm okay. Understood. Well, I hope you have a wonderful rest of your day. Thank you for calling and allowing me to assist you. Okay, thank you. You too. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Mm-hmm. Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today?

Speaker speaker_2: Hello. How you doing, ma'am? My name is Christopher Dease. Um, I was, uh, trying to get my, um, my, uh, my policy for my dentist appointment that's coming up, my policy and number and things like that.

Speaker speaker_1: Can I just take a look, what staffing company do you work with?

Speaker speaker_2: I work with Integrity, um, Integrity for Bolingbrook for, um, Weatherset.

Speaker speaker_1: Do you mean you work for Integrity Trade Solutions?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 1213.

Speaker speaker_1: For security purposes, can you please verify your mailing address and your date of birth?

Speaker speaker_2: Uh, 209 Hickory Street, Apartment 1, OHRP, or P.O. Box 1913, Bolingbrook, Illinois 30440, 5491.

Speaker speaker_1: We have that phone number to reach you, 773-712-3969?

Speaker speaker_2: Yeah.

Speaker speaker_1: And we have your email then as positivesolutions101@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Well, sir, you're not active in benefits yet, so I'm not able to provide you that policy number since it hasn't been created as of right now.

Speaker speaker_2: Well, the lady said they took the, they took the money out this check, so how long does it take for them to, for it show? Because my, um, my doctor's appointment Thursday, I got a wisdom tooth that really hurt in there. I got to get it taken out.

Speaker speaker_1: Okay. So there will be two things that I would like to comment in regards to that. The first one is to answer your question, for the policy activation process, when you see your first adoption, following Monday is when your policy becomes active, and that's when they start creating all of your information and putting it into the system. Friday of that week is when they send out the benefit cards. However, we have access to the digital copies Wednesday of your activation week and go moving forward. I will recommend calling us back on Monday. If we don't have it yet, we can request the front office to try to get it. And the only other thing that I would also like to advise you of, I can't guarantee whether or not that wisdom tooth is being pulled is covered under these PPO limited plans. I don't think it is, and I'm not sure if it will be considered a preexisting issue.

Speaker speaker_2: Okay. I mean, uh, I mean, you'll at least cover half of it, or at least the examination or anything like that?

Speaker speaker_1: I would recommend speaking with the carrier, which is American Public Life. They'll be able to tell you specifically what will be covered under that plan from that procedure, to let you know somewhat give you a mindset of how much they're gonna cover of that service.

Speaker speaker_2: So it's called... So the insurance I had- it's called American Life?

Speaker speaker_1: Uh, no, the carrier is called American Public Life.

Speaker speaker_2: Okay, so I could call them in. What I got, I got PPO Limited?

Speaker speaker_1: Yes, sir. They're all PPO Limited. When you speak with the carrier, you just have to let them know that you have your insurance through Integrity Trade Services, and that you were calling to see if-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that service would be covered.

Speaker speaker_2: Okay, thank you. So I just google American Public Life, right?

Speaker speaker_1: No, sir. I was actually gonna offer you the phone number and to get you transferred over to them.

Speaker speaker_2: Okay. Um, oh, okay. Hold on. Let me go write it down one second. Okay, uh-

Speaker speaker_1: Take your time.

Speaker speaker_2: ... let me look it up.

Speaker speaker_1: It is 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 256-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 8606.

Speaker speaker_2: 8606?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And I got PPO Limited?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Well, now when I call them, do I, would I be able to change it with them or no?

Speaker speaker_1: No, if you're gonna do any policy changes, you have to speak back with us. The only thing is your employer only offers that one dental plan. There isn't any room to go up or down from.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: Of course. Do you want me to transfer you to them?

Speaker speaker_2: Uh, no, that's okay. My girlfriend just called. She fixing to go crazy. I'm okay.

Speaker speaker_1: Understood. Well, I hope you have a wonderful rest of your day. Thank you for calling and allowing me to assist you.

Speaker speaker_2: Okay, thank you. You too.

Speaker speaker_1: You're welcome. Bye-bye.