

## Transcript: Franchesca

**Baez-5326743873732608-5045900122996736**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is yes, you may have a question? Uh, yeah, uh, give me one sec. Sorry. Uh, yes. I called two weeks ago and signed up for the Benefits on a Cart, and it hasn't went through yet. And I had to pay the \$130 copay when I got my in- for when I had to go to the doctor yesterday. Yes. And I signed up for the insurance, but I haven't got a email or a call back saying that it was- went through. Just to clarify, when you say whether or not it went through, do you mean like whether or not the benefit is active at this moment? Yeah, like if- is it- Okay. ... like if it's active or not, yeah. Okay. Let's take a look. What type of company do you work with? I work for Accuforce but I work at Snap-On. And what are the last four of your Social and the last name? Uh, last name's Taylor, Social 9986. And for security purposes, could you please verify the mailing address and date of birth? My mailing address is 604 Northeast Street, and my date of birth is 04/08/2003. I have the best number to reach you, 423-278-0968. Yes, ma'am. We have your email down as andrew452taylor@gmail.com. Yes, ma'am. So the reason why you haven't gotten anything in the mail is because your benefits just became active yesterday, the 11th. That was when they started putting in your information into their system, as well as the policy number in creating your benefit cards. Friday, the 15th of this week, will be when they mailed out the benefit cards. Um, except for the medical one, 'cause the medical one, your specific carrier, which is American Public Life, they also go by APL. For the medical plan, for some reason, they only do the digital card. They don't send any physical card unless it's requested. Um, but what we can do in regards to your particular issue is, I can go ahead and see if the benefit cards are ready so that I can send you a copy to your email. And then I can give you the phone number as well as get you transferred to your carrier so that they can advise you on how to submit a claim for the services that you received yesterday on your appointment. That way, anything that's covered under that plan, the insurance can go ahead and see if they're able to pay for it. Yes, please do. Uh, send that copy through, if it's ready. I just... I know it's not y'all's fault. I'm not mad at y'all. It's just \$130 is kind of crazy just to tell me I've got a cold. I understand. So I don't have access to it yet on the portal. I'm gonna go ahead and request for the front office to at least get the policy number. Okay. Do you want me to email you or provide you the phone number of your carrier over the phone before I transfer you to them? Um, no, that's okay. Uh, if you'll just transfer me over there, that'll be fine. Understood. I'll go ahead and send a email to you. Um, it's going to be under Carrier Information from info@benefitsinacart with the phone number for your carrier for the medical plan as well as for the dental plan. Okay? All right. Thank you. No problem. My pleasure. Hope you have a wonderful rest of your day. And your carrier one more time is American Public Life. That's where I'll be transferring you. All right. Thank you. Thank you. One moment please.

## 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 Cart. My name is yes, you may have a question?

Speaker speaker\_2: Uh, yeah, uh, give me one sec. Sorry. Uh, yes. I called two weeks ago and signed up for the Benefits on a Cart, and it hasn't went through yet. And I had to pay the \$130 copay when I got my in- for when I had to go to the doctor yesterday.

Speaker speaker\_1: Yes.

Speaker speaker\_2: And I signed up for the insurance, but I haven't got a email or a call back saying that it was- went through.

Speaker speaker\_1: Just to clarify, when you say whether or not it went through, do you mean like whether or not the benefit is active at this moment?

Speaker speaker\_2: Yeah, like if- is it-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... like if it's active or not, yeah.

Speaker speaker\_1: Okay. Let's take a look. What type of company do you work with?

Speaker speaker\_2: I work for Accuforce but I work at Snap-On.

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

Speaker speaker\_2: Uh, last name's Taylor, Social 9986.

Speaker speaker\_1: And for security purposes, could you please verify the mailing address and date of birth?

Speaker speaker\_2: My mailing address is 604 Northeast Street, and my date of birth is 04/08/2003.

Speaker speaker\_1: I have the best number to reach you, 423-278-0968.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: We have your email down as andrew452taylor@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: So the reason why you haven't gotten anything in the mail is because your benefits just became active yesterday, the 11th. That was when they started putting in your information into their system, as well as the policy number in creating your benefit cards. Friday, the 15th of this week, will be when they mailed out the benefit cards. Um, except for

the medical one, 'cause the medical one, your specific carrier, which is American Public Life, they also go by APL. For the medical plan, for some reason, they only do the digital card. They don't send any physical card unless it's requested. Um, but what we can do in regards to your particular issue is, I can go ahead and see if the benefit cards are ready so that I can send you a copy to your email. And then I can give you the phone number as well as get you transferred to your carrier so that they can advise you on how to submit a claim for the services that you received yesterday on your appointment. That way, anything that's covered under that plan, the insurance can go ahead and see if they're able to pay for it.

Speaker speaker\_2: Yes, please do. Uh, send that copy through, if it's ready. I just... I know it's not y'all's fault. I'm not mad at y'all. It's just \$130 is kind of crazy just to tell me I've got a cold.

Speaker speaker\_1: I understand. So I don't have access to it yet on the portal. I'm gonna go ahead and request for the front office to at least get the policy number.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you want me to email you or provide you the phone number of your carrier over the phone before I transfer you to them?

Speaker speaker\_2: Um, no, that's okay. Uh, if you'll just transfer me over there, that'll be fine.

Speaker speaker\_1: Understood. I'll go ahead and send a email to you. Um, it's going to be under Carrier Information from info@benefitsinacart with the phone number for your carrier for the medical plan as well as for the dental plan. Okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem. My pleasure. Hope you have a wonderful rest of your day. And your carrier one more time is American Public Life. That's where I'll be transferring you.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you. One moment please.