

## Transcript: Francesca

**Baez-5371307428102144-6702164550041600**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. What may I assist you with today? Um, good es... good, um, morning. Um, this is Troy Samuel. Mm-hmm. Hmm. I'm calling about my beneficiary. Uh, applied and they supposed to send my card. They said the first, the first enrollment, once they receive that, um, I will get my card in a week. And they receive that. I haven't received my card. Okay. So let's take a look at your account. What are the last four of the social and your staffing company? Uh, I'm with the PRC. Okay. Sorry, miss. Mm-hmm. Get my social... Hold on. I have to go in my phone because I don't work with my card only. Hold on one second. Um, hold on. The last four digits of my social is 5-9-2-7. Could you please verify your mailing address and date of birth for security purposes? My mailing address is 272 Elsberry Boulevard, McDonald, Georgia. Zip code 30250. Okay. And then I'm still missing your date of birth, please. Uh, 1-9... Uh, the first to the third... It's the first, the third, 1981. We have the best number to reach you down as 470-836-6220. That's correct. All right. And we have your email address down as troymore1981@gmail.com. That's correct. Okay. So I did see here that your benefits became active on Monday, 21st, 2024. Your benefit card was shipped out on the 25th of October. So they do send it out Friday of your activation period, but it will take roughly three to four weeks for that card to get to you, the longest. What I can do today is I can go ahead and- No. Well, the last... I talked to the guy and last week and he said, um, I supposed to get my card Monday. This, that, yesterday, Monday. He said if I, I should call him Friday and remind him and I didn't remember. So why it's good, getting, taking so long now, four weeks? I don't understand. So we don't know the plan, sir. We're just the administrators for the benefit. The carriers are the ones that send out those physical cards in the mail. What I have been trying to advise you is that I can send you a digital copy to your email, while you wait for the hard copies to come in the mail. Does that work with you? No, you can send me the copy to my email, 'cause I need to go to the dentist and I'm not supposed to take my car with me. Yes, sir. That's what I just offered, to send you the digital copy while you wait for the hard copy to come to your house. Since that's okay with you- No problem. No problem. ... I'm going to place you in a quick hold, while I go ahead and download those benefit cards. Okay? All right. No problem. All right. Please hold. All right. ... send three PDF files, which will be your medical, dental and vision card to your email. Um, I do have to say, the medical card for your plan, American Public Life doesn't do a physical copy through the mail for those benefit cards. They actually send it to your email on Friday of your activation week. Did you need us to put any request for them to send you a hard copy through mail to your home? Yes. That's correct. Okay. I'll put it in. It will take those three to four weeks that I advised you previously. Okay. Now, aside from getting you those benefit cards, was there anything else we can assist you with today? Um, did you send it to my

email? Yes, sir. I did. Hold on, let me check. Okay. A- a- and I can use my... This one that you, one that you sent me, right? I can use it? Yes, sir. Those are your benefit cards. I sent both your medical, your dental and your vision card. Hold on. Let me see. Show me here. Uh, hold on 'cause I don't see it yet. Uh, uh, and you sent it from the beneficiary? Humana? Uh, oh, Medicare. What beneficiary, sir? That was your hospital indemnity which is your medical card, your dental card and your vision card. So which beneficiary are you speaking of, sir? Which beneficiary? Yes, sir. You keep saying the word beneficiary. What do you mean by that? My dental... My, my, my, my health insurance. Yes, sir. Your health insurance will be one of those VIP cards that I send you. So the medical card is in there. The dental cards is... Oh, oh, oh. The dental cards is dent... The dental cards is dental. The vision one's is vision, and then the medical one does say hospital indemnity on it. Um... It will be to the left of the right corner. And, and, and, and, and it's, it's, uh, H-U-M-A-N-A? I'm not sure what you're reading, sir. But if you look to the left corner, there is a word Plan, P-L-A-N, and then it says the Plan: Limited Benefit, MEB, which is abbreviation for medical plan, VIP, VIC, which is Benefits in a Card initials. The other benefit card says Dental where it says Plan. I only see Affordable, uh, Humana Medicaid, Medicare Advantage. Is that it? I'm not sure where you're reading that from, sir. Which file are you opening? Humana. In my email. I'm in my email. Yes, sir. But which file did you open? Social. There isn't any Social, sir. There is Vision ID Card, TRC Staffing, and there's the ID card ending in 902, an ID card ending in 899. Okay. Let's see. I think you opened the wrong email. No, no. I see a Info. I just see the Info. Okay, I see the Info. So, the first one is my, is, is my, is my health? They're all labels, sir. If you open them, you will see them. The vision says Vision, the medical and dental have a number on them. If you open them and look at where it says Plan, the one that says Limited Benefit, M as in Mary, E as in Edward, D as in David, is your medical card ending in 902. 902. Okay. Yeah. I'll, I'll just, I'll open that one now. 2558. Okay. APL, right? Yes, sir. That is your carrier, American Public Life. The one that says Carrington in it is the network for your dental plan, and if you look at the left bottom corner where the word Plan is, it will advise you what type of card you're looking at. Those numbers that you see there are the policy numbers for each of those plans. Okay. All right. So I will find it. So I can take this to the, to the dentist, right, and show them this, right? Yes, sir. Those are your benefit cards, you can take them to the doctor office. Oh, all right. Thank you. You're welcome. Was there anything else we can assist you with today? No, I'm good. Have a great day and thank you for calling Benefits in a Card and allowing us to assist you. All right. Thank you. Bye-bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits 10-0-4. My name is Francesca. What may I assist you with today?

Speaker speaker\_2: Um, good es... good, um, morning. Um, this is Troy Samuel.

Speaker speaker\_1: Mm-hmm. Hmm.

Speaker speaker\_2: I'm calling about my beneficiary. Uh, applied and they supposed to send my card. They said the first, the first enrollment, once they receive that, um, I will get my card in a week. And they receive that. I haven't received my card.

Speaker speaker\_1: Okay. So let's take a look at your account. What are the last four of the social and your staffing company?

Speaker speaker\_2: Uh, I'm with the PRC.

Speaker speaker\_1: Okay. Sorry, miss. Mm-hmm.

Speaker speaker\_2: Get my social... Hold on. I have to go in my phone because I don't work with my card only. Hold on one second. Um, hold on. The last four digits of my social is 5-9-2-7.

Speaker speaker\_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker\_2: My mailing address is 272 Elsberry Boulevard, McDonald, Georgia. Zip code 30250.

Speaker speaker\_1: Okay. And then I'm still missing your date of birth, please.

Speaker speaker\_2: Uh, 1-9... Uh, the first to the third... It's the first, the third, 1981.

Speaker speaker\_1: We have the best number to reach you down as 470-836-6220.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All right. And we have your email address down as troymore1981@gmail.com.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. So I did see here that your benefits became active on Monday, 21st, 2024. Your benefit card was shipped out on the 25th of October. So they do send it out Friday of your activation period, but it will take roughly three to four weeks for that card to get to you, the longest. What I can do today is I can go ahead and-

Speaker speaker\_2: No. Well, the last... I talked to the guy and last week and he said, um, I supposed to get my card Monday. This, that, yesterday, Monday. He said if I, I should call him Friday and remind him and I didn't remember. So why it's good, getting, taking so long now, four weeks? I don't understand.

Speaker speaker\_1: So we don't know the plan, sir. We're just the administrators for the benefit. The carriers are the ones that send out those physical cards in the mail. What I have been trying to advise you is that I can send you a digital copy to your email, while you wait for the hard copies to come in the mail. Does that work with you?

Speaker speaker\_2: No, you can send me the copy to my email, 'cause I need to go to the dentist and I'm not supposed to take my car with me.

Speaker speaker\_1: Yes, sir. That's what I just offered, to send you the digital copy while you wait for the hard copy to come to your house. Since that's okay with you-

Speaker speaker\_2: No problem. No problem.

Speaker speaker\_1: ... I'm going to place you in a quick hold, while I go ahead and download those benefit cards. Okay?

Speaker speaker\_2: All right. No problem.

Speaker speaker\_1: All right. Please hold.

Speaker speaker\_2: All right.

Speaker speaker\_1: ... send three PDF files, which will be your medical, dental and vision card to your email. Um, I do have to say, the medical card for your plan, American Public Life doesn't do a physical copy through the mail for those benefit cards. They actually send it to your email on Friday of your activation week. Did you need us to put any request for them to send you a hard copy through mail to your home?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Okay. I'll put it in. It will take those three to four weeks that I advised you previously.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, aside from getting you those benefit cards, was there anything else we can assist you with today?

Speaker speaker\_2: Um, did you send it to my email?

Speaker speaker\_1: Yes, sir. I did.

Speaker speaker\_2: Hold on, let me check.

Speaker speaker\_1: Okay.

Speaker speaker\_2: A- a- and I can use my... This one that you, one that you sent me, right? I can use it?

Speaker speaker\_1: Yes, sir. Those are your benefit cards. I sent both your medical, your dental and your vision card.

Speaker speaker\_2: Hold on. Let me see. Show me here. Uh, hold on 'cause I don't see it yet. Uh, uh, and you sent it from the beneficiary? Humana? Uh, oh, Medicare.

Speaker speaker\_1: What beneficiary, sir? That was your hospital indemnity which is your medical card, your dental card and your vision card. So which beneficiary are you speaking of, sir?

Speaker speaker\_2: Which beneficiary?

Speaker speaker\_1: Yes, sir. You keep saying the word beneficiary. What do you mean by that?

Speaker speaker\_2: My dental... My, my, my, my health insurance.

Speaker speaker\_1: Yes, sir. Your health insurance will be one of those VIP cards that I send you. So the medical card is in there. The dental cards is...

Speaker speaker\_2: Oh, oh, oh.

Speaker speaker\_1: The dental cards is dent... The dental cards is dental. The vision one's is vision, and then the medical one does say hospital indemnity on it.

Speaker speaker\_2: Um...

Speaker speaker\_1: It will be to the left of the right corner.

Speaker speaker\_2: And, and, and, and, and it's, it's, uh, H-U-M-A-N-A?

Speaker speaker\_1: I'm not sure what you're reading, sir. But if you look to the left corner, there is a word Plan, P-L-A-N, and then it says the Plan: Limited Benefit, MEB, which is abbreviation for medical plan, VIP, VIC, which is Benefits in a Card initials. The other benefit card says Dental where it says Plan.

Speaker speaker\_2: I only see Affordable, uh, Humana Medicaid, Medicare Advantage. Is that it?

Speaker speaker\_1: I'm not sure where you're reading that from, sir. Which file are you opening?

Speaker speaker\_2: Humana. In my email. I'm in my email.

Speaker speaker\_1: Yes, sir. But which file did you open?

Speaker speaker\_2: Social.

Speaker speaker\_1: There isn't any Social, sir. There is Vision ID Card, TRC Staffing, and there's the ID card ending in 902, an ID card ending in 899.

Speaker speaker\_2: Okay. Let's see.

Speaker speaker\_1: I think you opened the wrong email.

Speaker speaker\_2: No, no. I see a Info. I just see the Info. Okay, I see the Info. So, the first one is my, is, is my, is my health?

Speaker speaker\_1: They're all labels, sir. If you open them, you will see them. The vision says Vision, the medical and dental have a number on them. If you open them and look at where it says Plan, the one that says Limited Benefit, M as in Mary, E as in Edward, D as in David, is your medical card ending in 902.

Speaker speaker\_2: 902. Okay. Yeah. I'll, I'll just, I'll open that one now. 2558. Okay. APL, right?

Speaker speaker\_1: Yes, sir. That is your carrier, American Public Life. The one that says Carrington in it is the network for your dental plan, and if you look at the left bottom corner where the word Plan is, it will advise you what type of card you're looking at. Those numbers that you see there are the policy numbers for each of those plans.

Speaker speaker\_2: Okay. All right. So I will find it. So I can take this to the, to the dentist, right, and show them this, right?

Speaker speaker\_1: Yes, sir. Those are your benefit cards, you can take them to the doctor office.

Speaker speaker\_2: Oh, all right. Thank you.

Speaker speaker\_1: You're welcome. Was there anything else we can assist you with today?

Speaker speaker\_2: No, I'm good.

Speaker speaker\_1: Have a great day and thank you for calling Benefits in a Card and allowing us to assist you.

Speaker speaker\_2: All right. Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.