

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today? Hi. Um, I got this insurance a couple weeks ago, and I did not get the card in the mail yet. So I was wondering if you guys could send me the virtual one? Sure thing. I can take a look and see if it's ready. What staffing company do you work with? Serge. What is the last four of your Social? 1680. 1-6-8-0. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? Um, 32703 and 86 Broad Street, Gloster, Ohio 45732. We have a phone number to reach you down as 740-517-3188, as well as the one you're calling on, 740-214-0226. Yeah. And we have your email down as your first and last name at gmail.com. Yes. All right. Lindsay M. Bolch, right? Stay with me. I'm sorry? Is it Lindsay M. Bolch as the email- Yes, ma'am. Okay, just making sure. All right. Let me place you in a quick call so that I can go ahead and download the benefit card. So I'll be right back. Okay. Thank you. 20 minutes, 20 minutes. 20 minutes. Yeah, he's down. Let's get him off the phone then. Yeah. Yeah. Yeah. Yeah. Yeah. Hello? Hello? That's about one and a half bottles that I've already finished. Now baby's upset. Yeah. Yeah. Yeah. Yeah. That's it. I'm done with you. You're like, "Mom." Yeah. Give it in my mouth. No. No. Thank you so much for holding, ma'am. So I have sent your total of two PDF files to your email. Keep in mind that from your current benefits, your medical preventative does have a network requirement. On that email, the multi-plan information will be there. They have that list that you need for that network requirement. Okay, hold on one. I got to write this stuff down because I have a really bad memory. Um, I have a couple questions though. So, um, because I, I just... I forgot already. Um, can I ask you how much like a year the coverage is for dental and for the behavior again and all that? Like how much you guys cover? So we don't own any of these plans. You don't have benefits with BenefitsInTheCar- BenefitsInTheCard is the name of our company. We're only the administrator. You have dental and medical with American Public Life and then preventative with 90 Degree. But we don't own any of those plans. American what now? American Public Life is your dental and medical hospital indemnity. Okay. Um, so, uh, how much is the... I know you told me before. I think it was 750 or 200 dental or something. I think it was 200. Per year, the maximum it will cover is \$750 for service and you have a \$50 deductible. Okay. And then, um, I was also wondering, do you know... No, you probably don't. I was gonna ask if you know if Kroger accepts this card. Unfortunately, no, ma'am. You'll have to speak with the multi-plan network to see if they're within plan for your preventative plan. And you'll have to call them directly to see if that doctor office accepts American Public Life as an insurance. Okay. Um, okay. Thank you. Of course. Was there anything else we can assist you with today? Um, I'm just still a little bit confused on all this stuff, but I, um... Can I get a hold of American Public Life? Sure thing. It is going to be 800-Okay. ... 256- 256. ... 8606. Okay, thank you. Of course. Was there anything else we can

assist you with today as far as your event? No, that'll be all. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I got this insurance a couple weeks ago, and I did not get the card in the mail yet. So I was wondering if you guys could send me the virtual one?

Speaker speaker_0: Sure thing. I can take a look and see if it's ready. What staffing company do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 1680. 1-6-8-0.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Um, 32703 and 86 Broad Street, Gloster, Ohio 45732.

Speaker speaker_0: We have a phone number to reach you down as 740-517-3188, as well as the one you're calling on, 740-214-0226.

Speaker speaker_1: Yeah.

Speaker speaker_0: And we have your email down as your first and last name at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Lindsay M. Bolch, right?

Speaker speaker_1: Stay with me.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Is it Lindsay M. Bolch as the email-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, just making sure.

Speaker speaker_0: All right. Let me place you in a quick call so that I can go ahead and download the benefit card. So I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_2: 20 minutes, 20 minutes. 20 minutes. Yeah, he's down. Let's get him off the phone then. Yeah. Yeah. Yeah. Yeah. Yeah. Hello? Hello? That's about one and a half bottles that I've already finished. Now baby's upset. Yeah. Yeah. Yeah. Yeah. That's it. I'm done with you. You're like, "Mom." Yeah. Give it in my mouth. No. No.

Speaker speaker_0: Thank you so much for holding, ma'am. So I have sent your total of two PDF files to your email. Keep in mind that from your current benefits, your medical preventative does have a network requirement. On that email, the multi-plan information will be there. They have that list that you need for that network requirement.

Speaker speaker_1: Okay, hold on one. I got to write this stuff down because I have a really bad memory. Um, I have a couple questions though. So, um, because I, I just... I forgot already. Um, can I ask you how much like a year the coverage is for dental and for the behavior again and all that? Like how much you guys cover?

Speaker speaker_0: So we don't own any of these plans. You don't have benefits with BenefitsInTheCar- BenefitsInTheCard is the name of our company. We're only the administrator. You have dental and medical with American Public Life and then preventative with 90 Degree. But we don't own any of those plans.

Speaker speaker_1: American what now?

Speaker speaker_0: American Public Life is your dental and medical hospital indemnity.

Speaker speaker_1: Okay. Um, so, uh, how much is the... I know you told me before. I think it was 750 or 200 dental or something. I think it was 200.

Speaker speaker_0: Per year, the maximum it will cover is \$750 for service and you have a \$50 deductible.

Speaker speaker_1: Okay. And then, um, I was also wondering, do you know... No, you probably don't. I was gonna ask if you know if Kroger accepts this card.

Speaker speaker_0: Unfortunately, no, ma'am. You'll have to speak with the multi-plan network to see if they're within plan for your preventative plan. And you'll have to call them directly to see if that doctor office accepts American Public Life as an insurance.

Speaker speaker_1: Okay. Um, okay. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: Um, I'm just still a little bit confused on all this stuff, but I, um... Can I get a hold of American Public Life?

Speaker speaker_0: Sure thing. It is going to be 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-

Speaker speaker_1: 256.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today as far as your event?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You too.