

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. M- my name is Rhonda Whitkey, and I was calling with some questions. Um, I just got my benefits card today, and I need to find out if my doctors are on, in network, um, so that way I'm not getting any unpleasant surprises in the mail. So- Sure, ma'am. Let's see if you have any of those requirements. What are the last four of the Social and the staffing company you're with? It's Surge. Um, do you need to know the group number? No, ma'am. We're not the insurance company, so my system doesn't have anywhere for me to put that. I'll instead need the last four of your Social, please. Uh, 3428. And then for security purposes, could you please provide me with your mailing address and date of birth? 203 Thayer Street, Orrville, Ohio 44667. And then birth date, 11/21, or I'm sorry, 11/22/1960. I don't know where that 21 came from. It's okay. You're still a little bit early. I'm not awake yet. And then I show your contact information, same phone number you called us on, 330-988-0030, with the email of art.l.your last name.14@gmail.com? Yes. How many benefit cards did you receive in the mail in total? Only one. Is that the one that has about four squares on one side and two on the other? Uh, two on one side, yeah, four squares, uh-huh. All right. So specifically speaking, that is your medical preventative as well as your vision benefit card. It looks like your dental is still in route. Hmm. And then for your hospital and remedy plan, that's basically the one that's gonna cover your doctor visits, the emergency room and your surgeries. Okay. That specific card, the carrier only does a digital copy for it. Um, so there's a possibility that one might have gotten lost on either your junk or spam mail. Oh. Would you like me to request for them to send you a physical copy? Yes, please. All right. And then from your current benefits, the only one that has a network requirement is your preventative. Okay. I'm gonna send to your email the information for all of the network providers. Okay. For dental, vision and as well as for dental. I mean, for medical. Sorry. Okay. So now the card that's coming in the mail, will that have my dental stuff on it or is it on the one I have now? The one that's still in route is the one that's gonna be for your dental plan. Oh. And then the one that I'm ordering is gonna be the one for the hospital services. So that one's gonna come a little bit later than the dental one. Okay. Yeah, 'cause I have a impacted wisdom tooth that's giving me a lot of issues. So I will- Oh, no. ... probably have to figure something out with that. It's partially impacted now. It's trying to come out of there, I guess. I do have to say, the plan that you're on, that dental is PPO limited in the event that you need a tooth extraction, to our understanding, does not cover under these plans. I will recommend when you do know specifically which procedure you will need to solve that unfortunate issue you're having right now, 'cause I can only imagine how c- uncomfortable it could be, you should call American Public Life so that they can confirm whether or not that specific procedure is gonna be considered under their PPO plan. Okay. Yeah. It should be covered under medical 'cause that's a medical procedure

'cause they have to cut it out. On that portion, I will also recommend speaking with them. Mm-hmm. Okay. Just to be on the safe side. Okay, so you should have been receiving that email I sent from info@benefitsinacard.com. Okay. All right. Now, was there any other information you needed from us today aside from your network providers? No. Understood. It was a pleasure speaking with you today, ma'am. And if you have any issues or questions about your benefits, don't hesitate to give us a call again. Okay. Thank you. You have a good day.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. M- my name is Rhonda Whitkey, and I was calling with some questions. Um, I just got my benefits card today, and I need to find out if my doctors are on, in network, um, so that way I'm not getting any unpleasant surprises in the mail. So-

Speaker speaker_0: Sure, ma'am. Let's see if you have any of those requirements. What are the last four of the Social and the staffing company you're with?

Speaker speaker_1: It's Surge. Um, do you need to know the group number?

Speaker speaker_0: No, ma'am. We're not the insurance company, so my system doesn't have anywhere for me to put that. I'll instead need the last four of your Social, please.

Speaker speaker_1: Uh, 3428.

Speaker speaker_0: And then for security purposes, could you please provide me with your mailing address and date of birth?

Speaker speaker_1: 203 Thayer Street, Orrville, Ohio 44667. And then birth date, 11/21, or I'm sorry, 11/22/1960. I don't know where that 21 came from.

Speaker speaker_0: It's okay. You're still a little bit early.

Speaker speaker_1: I'm not awake yet.

Speaker speaker_0: And then I show your contact information, same phone number you called us on, 330-988-0030, with the email of art.l.your last name.14@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: How many benefit cards did you receive in the mail in total?

Speaker speaker_1: Only one.

Speaker speaker_0: Is that the one that has about four squares on one side and two on the other?

Speaker speaker_1: Uh, two on one side, yeah, four squares, uh-huh.

Speaker speaker_0: All right. So specifically speaking, that is your medical preventative as well as your vision benefit card. It looks like your dental is still in route.

Speaker speaker_1: Hmm.

Speaker speaker_0: And then for your hospital and remedy plan, that's basically the one that's gonna cover your doctor visits, the emergency room and your surgeries.

Speaker speaker_1: Okay.

Speaker speaker_0: That specific card, the carrier only does a digital copy for it. Um, so there's a possibility that one might have gotten lost on either your junk or spam mail.

Speaker speaker_1: Oh.

Speaker speaker_0: Would you like me to request for them to send you a physical copy?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. And then from your current benefits, the only one that has a network requirement is your preventative.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm gonna send to your email the information for all of the network providers.

Speaker speaker_1: Okay.

Speaker speaker_0: For dental, vision and as well as for dental. I mean, for medical. Sorry.

Speaker speaker_1: Okay. So now the card that's coming in the mail, will that have my dental stuff on it or is it on the one I have now?

Speaker speaker_0: The one that's still in route is the one that's gonna be for your dental plan.

Speaker speaker_1: Oh.

Speaker speaker_0: And then the one that I'm ordering is gonna be the one for the hospital services. So that one's gonna come a little bit later than the dental one.

Speaker speaker_1: Okay. Yeah, 'cause I have a impacted wisdom tooth that's giving me a lot of issues. So I will-

Speaker speaker_0: Oh, no.

Speaker speaker_1: ... probably have to figure something out with that. It's partially impacted now. It's trying to come out of there, I guess.

Speaker speaker_0: I do have to say, the plan that you're on, that dental is PPO limited in the event that you need a tooth extraction, to our understanding, does not cover under these plans. I will recommend when you do know specifically which procedure you will need to solve that unfortunate issue you're having right now, 'cause I can only imagine how c-uncomfortable it could be, you should call American Public Life so that they can confirm

whether or not that specific procedure is gonna be considered under their PPO plan.

Speaker speaker_1: Okay. Yeah. It should be covered under medical 'cause that's a medical procedure 'cause they have to cut it out.

Speaker speaker_0: On that portion, I will also recommend speaking with them.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Just to be on the safe side. Okay, so you should have been receiving that email I sent from info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Now, was there any other information you needed from us today aside from your network providers?

Speaker speaker_1: No.

Speaker speaker_0: Understood. It was a pleasure speaking with you today, ma'am. And if you have any issues or questions about your benefits, don't hesitate to give us a call again.

Speaker speaker_1: Okay. Thank you. You have a good day.