

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... my name is Francesca. ... here today. Hi, Francesca. My name is Julie. I need to get my policy number because I never received the, the, what do you call, the virtual card, and I'm at the hospital now for an appointment so I was wondering if you could pull my information, please. What staffing company do you work with? Excuse me? What staffing company do you work with? Um, Oxford Consulting. What are the last four of your Social? 6-8-5-2. I got back... 6-8-5-2. I'm done. I'm with ... What they gonna do with my Social? That's okay. Let's see. It's Julie ... 119 Arbor Drive, Providence, Rhode Island, 02908 and my date of birth is 1988 July 7th. There we go. I'm gonna have the same phone number you called on today as the best phone number to- Yeah. ... reach you. ... Yes. Sorry. Can I confirm the email address you guys have, please? It's really important because I haven't received the virtual card and I need to upload it. Yes, ma'am. I was just about to do that. We have the email in file as in your first letter, your last name at gmail.com. Can you spell it out for me please just in case there, there's a mistake in it? J as in Juliet. F as in Frank. L as in Lima. E as in Elephant, L- was Umbrella. R as in Ryan. E as in Ice. M as in Mary. A as in Apple at gmail.com. Yeah. And I still haven't received it. Can y'all just mail it to me, physically mail it? I can put in a request. It will take roughly three to four weeks for you to receive it. Oh, all right. That's fine then. Can I please have that policy number? I'm just, uh... And, and your mailing address, please? So our mailing address doesn't have any connection to your health insurance itself so I would recommend getting your carrier's mailing address 'cause we don't receive any direct mail from the members. Okay. If you're ready I can provide you your policy number. Okay, thank you. Of course. It is going to be 258- Yep. ... 419. 6419. That's it? Yes, yes. Okay. That is your policy number. And, and, and what else did you need, ma'am? The address that the bill should be submitted to. And so where would we submit the bill to? Bear with me one moment. I have to open up your Benefit Card in order to see what the mailing address for your carrier is. And the name. And the name, please. ... before I open the ... Um, the Benefits Card is showing me an address to submit claims, but it's not providing me a customer service address. Will that be the address they need? Yes. Okay. It's gonna be P.O. Box 21704. Egan, Minnesota. What is it? Egan, E as in Edward, A as in Apple, G as in George, A as in Apple, N as in Nancy. Oh, Egan. Okay. Mm-hmm. What is it? It will be 55121. What's the name of the insurance company? American Public Life. All righty, thank you so much. I'm getting her registered now. I just need to get this into the system. Thank you. No problem. Was there anything else I can assist you with today? Uh, I don't know. Maybe, uh, physical card. That's all. Thank you. If you could get that to me, that would be great. I'll go ahead and put in that request for you, ma'am. I hope you have a wonderful rest of your day and thank you for your time today. You too. Thank you. And if you're black, then ha- have a happy Martin Luther King weekend. Thank you. Have

a good one. Yeah. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... my name is Francesca. ... here today.

Speaker speaker_2: Hi, Francesca. My name is Julie. I need to get my policy number because I never received the, the, what do you call, the virtual card, and I'm at the hospital now for an appointment so I was wondering if you could pull my information, please.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Excuse me?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, Oxford Consulting.

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

Speaker speaker_2: 6-8-5-2. I got back... 6-8-5-2. I'm done. I'm with ... What they gonna do with my Social?

Speaker speaker_1: That's okay. Let's see.

Speaker speaker_2: It's Julie ... 119 Arbor Drive, Providence, Rhode Island, 02908 and my date of birth is 1988 July 7th.

Speaker speaker_1: There we go. I'm gonna have the same phone number you called on today as the best phone number to-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... reach you. ... Yes. Sorry. Can I confirm the email address you guys have, please? It's really important because I haven't received the virtual card and I need to upload it. Yes, ma'am. I was just about to do that. We have the email in file as in your first letter, your last name at gmail.com.

Speaker speaker_2: Can you spell it out for me please just in case there, there's a mistake in it?

Speaker speaker_1: J as in Juliet. F as in Frank. L as in Lima. E as in Elephant, L- was Umbrella. R as in Ryan. E as in Ice. M as in Mary. A as in Apple at gmail.com.

Speaker speaker_2: Yeah. And I still haven't received it. Can y'all just mail it to me, physically mail it?

Speaker speaker_1: I can put in a request. It will take roughly three to four weeks for you to receive it.

Speaker speaker_2: Oh, all right. That's fine then. Can I please have that policy number? I'm just, uh... And, and your mailing address, please?

Speaker speaker_1: So our mailing address doesn't have any connection to your health insurance itself so I would recommend getting your carrier's mailing address 'cause we don't receive any direct mail from the members.

Speaker speaker_2: Okay.

Speaker speaker_1: If you're ready I can provide you your policy number.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Of course. It is going to be 258-

Speaker speaker_2: Yep.

Speaker speaker_1: ... 419.

Speaker speaker_2: 6419. That's it?

Speaker speaker_1: Yes, yes.

Speaker speaker_2: Okay.

Speaker speaker_1: That is your policy number.

Speaker speaker_2: And, and, and what else did you need, ma'am?

Speaker speaker_3: The address that the bill should be submitted to.

Speaker speaker_2: And so where would we submit the bill to?

Speaker speaker_1: Bear with me one moment. I have to open up your Benefit Card in order to see what the mailing address for your carrier is.

Speaker speaker_3: And the name. And the name, please. ... before I open the ...

Speaker speaker_1: Um, the Benefits Card is showing me an address to submit claims, but it's not providing me a customer service address. Will that be the address they need?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. It's gonna be P.O. Box 21704. Egan, Minnesota.

Speaker speaker_2: What is it?

Speaker speaker_1: Egan, E as in Edward, A as in Apple, G as in George, A as in Apple, N as in Nancy.

Speaker speaker_2: Oh, Egan. Okay. Mm-hmm. What is it?

Speaker speaker_1: It will be 55121.

Speaker speaker_2: What's the name of the insurance company?

Speaker speaker_1: American Public Life.

Speaker speaker_2: All righty, thank you so much. I'm getting her registered now. I just need to get this into the system. Thank you.

Speaker speaker_1: No problem. Was there anything else I can assist you with today?

Speaker speaker_2: Uh, I don't know. Maybe, uh, physical card. That's all. Thank you. If you could get that to me, that would be great.

Speaker speaker_1: I'll go ahead and put in that request for you, ma'am. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: You too. Thank you. And if you're black, then ha- have a happy Martin Luther King weekend.

Speaker speaker_1: Thank you. Have a good one.

Speaker speaker_2: Yeah. You too.