

Transcript: Francesca

Baez-5837485511065600-5682545337614336

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, uh, I took a job with a temporary service and I guess they used y'all's insurance and I'm on the verge of getting hired, and I'm sick as a dog and I haven't been able to work the last two days and I need to go to the doctor. And I, I can't find them insurance cards nowhere that y'all mailed to me. Okay, let me take a look for it. What staffing company do you work with? Uh, it's called The Resource. What are the last four of your Social? 3273- And then last name, please? ... Maynard. Uh, Maynard, M-A-Y-N-A-R-D. For degree purposes to make sure I find the right account, can you verify your mailing address and your date of birth for me, please? My mailing address is 15 Woodgreen Drive, Thomasville, North Carolina, 27360. My date of birth is 10/7/'69. We have the best phone number to reach you down as 336-806-3939. 803-3939. 336-803-3939. And we have your email address down as 1crazyfam@yahoo.com. That's it. All right. So the reason why you did not receive a medical card in the mail c- is 'cause the carrier that you have is American Public Life and they do not send a physical medical card. They only send a digital one to your email. I can place you in a quick call to download it and then send it to your email. Yep. I'm not too savvy on that stuff. Can you talk me through it? Yes, sir. It's just me sending you an email with a picture of your benefit card. Okay, that's it? Yes, sir. That will be it, and then that will be what you show the doctors- Okay. All right. ... as proof of insurance. Uh, uh- I'm sorry? ... what will the email say? Will it say... So it's gonna be sent from our office email. It is going to be the email address of info@benefitsinacard.com, and it is going to be labeled Benefit Card. All right. What kind, what kind of copay am I looking at? So we don't administer your health insurance. I mean, we don't own them, we only administer them. Sorry. Um, as far as- Okay. ... the current plan that you have, which is BAP Basics, it says that if you go to the urging room or the emergency room, it's going to cover \$50 from that bill and you're responsible for the remainder. Well, shit. All right. It also does show here that you have a Virtua Urgent Care service. I'm not sure if there will be any type of copay with that one, though, if you were to book a visit that way. Oh, I apologize. It seems, yep, it is actually. Let me see if the benefit card has information about them, or the benefit guide. I'm gonna try to go see- Okay. ... my regular- Hmm? I'm gonna try to go see my regular physician, see if they squeeze- Understood. ... me into something. Okay. I did send you three PDF files. Those will be the benefit cards. So you can simply just show them, that to them. It'll b- basically b- A filed, which is basically a picture attached to that email. You can show your doctor's office that email as proof of insurance. Uh, for ID, pardon? I'm sorry? I, I... Does it say info.? This is ID card. Yes, sir. Oh, may- That will be us. Okay. I got it. I just checked. Um, it does show on the benefit guide that if you're not going to the urgency room or the emergency room, and it would be considered a physician's visit instead, or the physician's office, it's gonna cover the same amount, \$50 out of the bill, and you're responsible for the remainder.

Okay. All right. Thank you. Of course. Was there anything else that I can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day. If you run into any issues, feel free to give us a call back. All right. Thank you. My pleasure. Feel better. Thanks. Bye.

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: Yeah, uh, I took a job with a temporary service and I guess they used y'all's insurance and I'm on the verge of getting hired, and I'm sick as a dog and I haven't been able to work the last two days and I need to go to the doctor. And I, I can't find them insurance cards nowhere that y'all mailed to me.

Speaker speaker_0: Okay, let me take a look for it. What staffing company do you work with?

Speaker speaker_1: Uh, it's called The Resource.

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

Speaker speaker_1: 3273-

Speaker speaker_0: And then last name, please?

Speaker speaker_1: ... Maynard. Uh, Maynard, M-A-Y-N-A-R-D.

Speaker speaker_0: For degree purposes to make sure I find the right account, can you verify your mailing address and your date of birth for me, please?

Speaker speaker_1: My mailing address is 15 Woodgreen Drive, Thomasville, North Carolina, 27360. My date of birth is 10/7/69.

Speaker speaker_0: We have the best phone number to reach you down as 336-806-3939.

Speaker speaker_1: 803-3939. 336-803-3939.

Speaker speaker_0: And we have your email address down as 1crazyfam@yahoo.com.

Speaker speaker_1: That's it.

Speaker speaker_0: All right. So the reason why you did not receive a medical card in the mail c- is 'cause the carrier that you have is American Public Life and they do not send a physical medical card. They only send a digital one to your email. I can place you in a quick call to download it and then send it to your email.

Speaker speaker_1: Yep. I'm not too savvy on that stuff. Can you talk me through it?

Speaker speaker_0: Yes, sir. It's just me sending you an email with a picture of your benefit card.

Speaker speaker_1: Okay, that's it?

Speaker speaker_0: Yes, sir. That will be it, and then that will be what you show the doctors-

Speaker speaker_1: Okay. All right.

Speaker speaker_0: ... as proof of insurance.

Speaker speaker_1: Uh, uh-

Speaker speaker_0: I'm sorry?

Speaker speaker_1: ... what will the email say? Will it say...

Speaker speaker_0: So it's gonna be sent from our office email. It is going to be the email address of info@benefitsinacard.com, and it is going to be labeled Benefit Card.

Speaker speaker_1: All right. What kind, what kind of copay am I looking at?

Speaker speaker_0: So we don't administer your health insurance. I mean, we don't own them, we only administer them. Sorry. Um, as far as-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the current plan that you have, which is BAP Basics, it says that if you go to the urging room or the emergency room, it's going to cover \$50 from that bill and you're responsible for the remainder.

Speaker speaker_1: Well, shit. All right.

Speaker speaker_0: It also does show here that you have a Virtua Urgent Care service. I'm not sure if there will be any type of copay with that one, though, if you were to book a visit that way. Oh, I apologize. It seems, yep, it is actually. Let me see if the benefit card has information about them, or the benefit guide.

Speaker speaker_1: I'm gonna try to go see-

Speaker speaker_0: Okay.

Speaker speaker_1: ... my regular-

Speaker speaker_0: Hmm?

Speaker speaker_1: I'm gonna try to go see my regular physician, see if they squeeze-

Speaker speaker_0: Understood.

Speaker speaker_1: ... me into something.

Speaker speaker_0: Okay. I did send you three PDF files. Those will be the benefit cards. So you can simply just show them, that to them. It'll b- basically b- A filed, which is basically a picture attached to that email. You can show your doctor's office that email as proof of insurance.

Speaker speaker_1: Uh, for ID, pardon?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I, I... Does it say info.? This is ID card.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, may-

Speaker speaker_0: That will be us.

Speaker speaker_1: Okay. I got it. I just checked.

Speaker speaker_0: Um, it does show on the benefit guide that if you're not going to the urgency room or the emergency room, and it would be considered a physician's visit instead, or the physician's office, it's gonna cover the same amount, \$50 out of the bill, and you're responsible for the remainder.

Speaker speaker_1: Okay. All right. Thank you.

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

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. If you run into any issues, feel free to give us a call back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: My pleasure. Feel better.

Speaker speaker_1: Thanks.

Speaker speaker_0: Bye.