

Transcript: Franchesca

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Full Transcript

I said I'm joking. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. Uh, my name is Laurette Fellow. I'm calling, uh, because I need to have more information about, uh, assurance card. I'm working to, uh, um, OnTrack, contract, uh, Louisville assurance. So I don't have until now any physical card, so I need to know if it, if you don't send to your, your, you know, to, to, to ask the physical card, because I don't know my, uh, physical card assurance. So if I see the doctor, they ask me, so I don't have any assurance to, to give the doctor. I need to have more information about that. What staffing company do you work with? Uh, Louisville Assurance. I'm working on the address called OnTrack. OnTrack? Yes. What are the last four of your Social? 9681. And what is the last name one more time, please? Laurette Fellow. There you go. Could you please verify your billing address and your date of birth? May 27, 1991. My new address is in 22- ... I can't remember. 2200 Rookwood Drive, Apartment 21, 2105, Louisville, Texas, 75067. Okay, so we didn't have the apartment number. You said that it was 2107? Apartment number is 2105. 05, okay. Yes. And I have your phone number as 217-305-1170? Yes, it's my phone number. And we have your email down as? Uh, email, uh, laurettefellow@number3gmail.com. Laurette is, uh, not T-T-E but, uh, T-H. Oh. L-A-U-R-E-T-H, uh, fellow@number3gmail.com. Okay. So the plan that you enrolled into, you are correct, they don't do a physical card, they only send you a digital copy to the email. I can request for them to send you the digital card to your house. I just have to put in the mail request. And then, while you wait for it to get to you, do you want me to send you a digital copy to your email? Mm-hmm. Yeah, you can send me the copy, uh, as I'm waiting for the, the physical to come. Okay. And then you said something in regards to a daughter? Your benefit is only for yourself. It doesn't have any dependent on it. No, the benefit is only for me. Okay. Not for my daughter. Only for me. Uh, this is all right. So I'm going to place you in a quick hold so that I can find your card and put in the request for them to send you that mailed copy, and I'll be right back, okay? Okay. Thank you. Thank you so much. And it's going to be like in a, a, as an attachment, of a PDF attachment on your email. Okay. All right, and then your carrier, in the event that your doctors ask, is American Public Life. Okay. And then quick question, did you do your registration for the FreeRx membership? Can you repeat that? I, I didn't get the question. Yes, ma'am. Were you able to register for the FreeRx membership? Yeah, no problem. Okay, understood, yes. I was just double checking 'cause their benefit card, you only get access to it on your portal. We don't have access to it, so that's why I was asking. Okay. All right. Did you receive that email by any chance? Let me check. Okay. Yes, I have your email. Mm-hmm. All right, great. Was there anything else attached from requesting a physical card and sending you a copy of it that you will need from us today? Other. I'm sorry? Yeah, other. I'm checking the email, please. Okay.

Oh, yeah. All right. Was there anything else- I can use it to see my personal doctor or what? Yes, ma'am, that is correct. So you're able to use that plan to see your personal doctor since it is a medical plan. Mm-hmm. Just keep in mind your current plan is a standard, so what it will cover for the doctor's visit is \$50 from your bill. It's only four visits per year and you're responsible for the remaining of the bill after the insurance covers the \$50. Make sure that the doctor you're going to accepts American Public Life, the insurance carrier before you get any services done, okay? Okay, okay. No problem. Thank you so much. Of course. It's my pleasure. Anything question? Yes, because I'm a pregnant woman so I tried to, to ask for, um, uh, Medicare, they, they don't give me anything. So I can use this, uh, uh, this card can provide, um, this for my pregnancy or no? So it is a PPO limited plan. If you want to know specifically which services related to your pregnancy will be covered under the plan, I will recommend speaking with the carrier American Public Life. I can give you their phone number if you like and get you transferred over. Yes, you can do that. And send to me. Okay. Do you want to write it down before I transfer you? Yeah, you can transfer it to me. Let me just get my pen. Mm-hmm. All right, let me know when you're ready. Yes, I'm ready. Mm-hmm. It's 800-800- ... 256- ... 256- ... 8606. 8-6-7-6- Oh, no, 06 at the end. 8-6-0-6. Yes, ma'am. Thank you so much. So I'll call them and... Yes, ma'am. So you'll call them like if you want to know, let's say, if you have, um, a sonogram and you want to know how much of the sonogram will be covered, that would be that phone number. Like if there's any specific service or visit that you want to know if it will be covered under the plan, that will be with them. Mm-hmm. Um, now anything that you do not know whether or not it will be done or not, you can always call us and if we can't answer it, we'll get you to the right place and get you transferred over, okay? Okay. All right. Do you want me to go ahead and transfer you over now to them? Mm-hmm. Understood. Bear with me one moment. I hope you have a wonderful rest of your day. Thank you. I'll call you.

Conversation Format

Speaker speaker_0: I said I'm joking.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_0: Hello. Uh, my name is Laurette Fellow. I'm calling, uh, because I need to have more information about, uh, assurance card. I'm working to, uh, um, OnTrack, contract, uh, Louisville assurance. So I don't have until now any physical card, so I need to know if it, if you don't send to your, your, you know, to, to, to ask the physical card, because I don't know my, uh, physical card assurance. So if I see the doctor, they ask me, so I don't have any assurance to, to give the doctor. I need to have more information about that.

Speaker speaker_2: What staffing company do you work with?

Speaker speaker_0: Uh, Louisville Assurance. I'm working on the address called OnTrack.

Speaker speaker_2: OnTrack?

Speaker speaker_0: Yes.

Speaker speaker_2: What are the last four of your Social?

Speaker speaker_0: 9681.

Speaker speaker_2: And what is the last name one more time, please?

Speaker speaker_0: Laurette Fellow.

Speaker speaker_2: There you go. Could you please verify your billing address and your date of birth?

Speaker speaker_0: May 27, 1991. My new address is in 22- ... I can't remember. 2200 Rookwood Drive, Apartment 21, 2105, Louisville, Texas, 75067.

Speaker speaker_2: Okay, so we didn't have the apartment number. You said that it was 2107?

Speaker speaker_0: Apartment number is 2105.

Speaker speaker_2: 05, okay.

Speaker speaker_0: Yes.

Speaker speaker_2: And I have your phone number as 217-305-1170?

Speaker speaker_0: Yes, it's my phone number.

Speaker speaker_2: And we have your email down as?

Speaker speaker_0: Uh, email, uh, laurettefellow@number3gmail.com. Laurette is, uh, not T-T-E but, uh, T-H.

Speaker speaker_2: Oh.

Speaker speaker_0: L-A-U-R-E-T-H, uh, fellow@number3gmail.com.

Speaker speaker_2: Okay. So the plan that you enrolled into, you are correct, they don't do a physical card, they only send you a digital copy to the email. I can request for them to send you the digital card to your house. I just have to put in the mail request. And then, while you wait for it to get to you, do you want me to send you a digital copy to your email?

Speaker speaker_0: Mm-hmm. Yeah, you can send me the copy, uh, as I'm waiting for the, the physical to come.

Speaker speaker_2: Okay. And then you said something in regards to a daughter? Your benefit is only for yourself. It doesn't have any dependent on it.

Speaker speaker_0: No, the benefit is only for me.

Speaker speaker_2: Okay.

Speaker speaker_0: Not for my daughter. Only for me.

Speaker speaker_2: Uh, this is all right. So I'm going to place you in a quick hold so that I can find your card and put in the request for them to send you that mailed copy, and I'll be right back, okay?

Speaker speaker_0: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_0: Thank you so much.

Speaker speaker_2: And it's going to be like in a, a, as an attachment, of a PDF attachment on your email.

Speaker speaker_0: Okay.

Speaker speaker_2: All right, and then your carrier, in the event that your doctors ask, is American Public Life.

Speaker speaker_0: Okay.

Speaker speaker_2: And then quick question, did you do your registration for the FreeRx membership?

Speaker speaker_0: Can you repeat that? I, I didn't get the question.

Speaker speaker_2: Yes, ma'am. Were you able to register for the FreeRx membership?

Speaker speaker_0: Yeah, no problem.

Speaker speaker_2: Okay, understood, yes. I was just double checking 'cause their benefit card, you only get access to it on your portal. We don't have access to it, so that's why I was asking.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. Did you receive that email by any chance?

Speaker speaker_0: Let me check.

Speaker speaker_2: Okay.

Speaker speaker_0: Yes, I have your email. Mm-hmm.

Speaker speaker_2: All right, great. Was there anything else attached from requesting a physical card and sending you a copy of it that you will need from us today?

Speaker speaker_0: Other.

Speaker speaker_2: I'm sorry?

Speaker speaker_0: Yeah, other. I'm checking the email, please.

Speaker speaker_2: Okay.

Speaker speaker_0: Oh, yeah.

Speaker speaker_2: All right. Was there anything else-

Speaker speaker_0: I can use it to see my personal doctor or what?

Speaker speaker_2: Yes, ma'am, that is correct. So you're able to use that plan to see your personal doctor since it is a medical plan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Just keep in mind your current plan is a standard, so what it will cover for the doctor's visit is \$50 from your bill. It's only four visits per year and you're responsible for the remaining of the bill after the insurance covers the \$50. Make sure that the doctor you're going to accepts American Public Life, the insurance carrier before you get any services done, okay?

Speaker speaker_0: Okay, okay. No problem. Thank you so much.

Speaker speaker_2: Of course. It's my pleasure. Anything question?

Speaker speaker_0: Yes, because I'm a pregnant woman so I tried to, to ask for, um, uh, Medicare, they, they don't give me anything. So I can use this, uh, uh, this card can provide, um, this for my pregnancy or no?

Speaker speaker_2: So it is a PPO limited plan. If you want to know specifically which services related to your pregnancy will be covered under the plan, I will recommend speaking with the carrier American Public Life. I can give you their phone number if you like and get you transferred over.

Speaker speaker_0: Yes, you can do that. And send to me.

Speaker speaker_2: Okay. Do you want to write it down before I transfer you?

Speaker speaker_0: Yeah, you can transfer it to me. Let me just get my pen.

Speaker speaker_2: Mm-hmm. All right, let me know when you're ready.

Speaker speaker_0: Yes, I'm ready. Mm-hmm.

Speaker speaker_2: It's 800-

Speaker speaker_0: 800.

Speaker speaker_2: ... 256-

Speaker speaker_0: ... 256-

Speaker speaker_2: ... 8606.

Speaker speaker_0: 8-6-7-6-

Speaker speaker_2: Oh, no, 06 at the end.

Speaker speaker_0: 8-6-0-6.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Thank you so much. So I'll call them and...

Speaker speaker_2: Yes, ma'am. So you'll call them like if you want to know, let's say, if you have, um, a sonogram and you want to know how much of the sonogram will be covered, that would be that phone number. Like if there's any specific service or visit that you want to know if it will be covered under the plan, that will be with them.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Um, now anything that you do not know whether or not it will be done or not, you can always call us and if we can't answer it, we'll get you to the right place and get you transferred over, okay?

Speaker speaker_0: Okay.

Speaker speaker_2: All right. Do you want me to go ahead and transfer you over now to them?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Understood. Bear with me one moment. I hope you have a wonderful rest of your day.

Speaker speaker_0: Thank you. I'll call you.