

## Transcript: Francesca

**Baez-6192971345215488-4515751132315648**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, this is Angela Cooper. I'm never on my health insurance. Um, with the benefit and the card, I need, uh, some kind of ID number for the card where I can, um, file it on my insurance. I went to the doctor this morning and they said they had to have a policy number. Sure thing, ma'am. We'll be more than happy to assist you with that. I do want to clarify, your benefits are with your staffing company. We only administer them. Which staffing company do you work with? Um, ATC. What are the last four of your Social? 1398. Please verify your mailing address and date of birth to make sure I have the right account in front of me. It's, um, c... oh, I'm sorry, c- it's 277. And Ms. Cooper, we're still missing that address please. 103 Pine Lake Drive, Thomasville, Georgia 31792. I have Beth's contact, same as the one you called on, 864-565-6206. Yes, ma'am. Can I have your email down as cooperangela833@gmail.com? Yes, ma'am. Okay, and you have not received any benefit cards in general? Only thing that I sent, um, they sent to me was my vision and my dental. I haven't received anything on my, um, medical. All right, so you only need me to send you the medical card, correct? Correct. Understood. Oh, I see why. So the reason why you haven't received the medical one will be due to the fact of which is your carrier, American Public Life. For some reason, for their medical plans, they only do a digital card that's sent to the email. A lot of times, depending on how your settings are, it gets lost down there in the spam or junk mail inbox. Okay. Do you need me to put in a request for also a physical one aside from the one I'm sending to your email? Yes. All right. ... And who is this through? American what? American Public Life is the carrier for your medical and your dental. Okay. And then vision, you have it with the carrier MetLife. Yes. Would you like me to also leave that information on the email I'm sending you? Yes, please. All right, and then another thing I do want to mention is for the vision card specifically, when you go to use it, that email that I have sent you has a phone number where you can contact for, to get assistance locating providers in your area that will accept your insurance. Okay. That is also going to be the same phone number that you're going to provide to them for them to be able to- Okay. ... verify your coverage. Okay. Because the thing is with your carrier, they have two departments. They have a major medical insurance and PPO Limited, and the current benefits that you're having with your staffing company are PPO Limited. Uh-huh. So sometimes when the providers called in their direct line, that will be the first phone number that's gonna show up on your benefit card for the vision. The second phone number will be the one that you use for your PPO benefits. Okay. All right, and then I have sent over that benefit card to your email. Are you able to check it while you have me on the line? Yes, ma'am. All right, can you check it for me? It's gonna be from info@benefitsinacard. And it'll be titled ID Card, and it should have only one attachment on it. Okay, I got 'em. All right, and then I did put in just now the request for your physical card. It

should not take more than max four weeks after this week for it to get to you. So if it has been- Okay. ... a total... weeks and you don't see it in your mailbox, give us a callback so that we can let them know that you never received it. Okay. Thank you so much. Of course. So you are all set. Was there anything else we can assist you with today? That is it. Thank you. My pleasure, Ms. Angela. Enjoy your weekend and the rest of your day. You too. Thank you. Bye. Bye-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: Yes, this is Angela Cooper. I'm never on my health insurance. Um, with the benefit and the card, I need, uh, some kind of ID number for the card where I can, um, file it on my insurance. I went to the doctor this morning and they said they had to have a policy number.

Speaker speaker\_0: Sure thing, ma'am. We'll be more than happy to assist you with that. I do want to clarify, your benefits are with your staffing company. We only administer them. Which staffing company do you work with?

Speaker speaker\_1: Um, ATC.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 1398.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: It's, um, c... oh, I'm sorry, c- it's 277.

Speaker speaker\_0: And Ms. Cooper, we're still missing that address please.

Speaker speaker\_1: 103 Pine Lake Drive, Thomasville, Georgia 31792.

Speaker speaker\_0: I have Beth's contact, same as the one you called on, 864-565-6206.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can I have your email down as cooperangela833@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, and you have not received any benefit cards in general?

Speaker speaker\_1: Only thing that I sent, um, they sent to me was my vision and my dental. I haven't received anything on my, um, medical.

Speaker speaker\_0: All right, so you only need me to send you the medical card, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Understood. Oh, I see why. So the reason why you haven't received the medical one will be due to the fact of which is your carrier, American Public Life. For some reason, for their medical plans, they only do a digital card that's sent to the email. A lot of times, depending on how your settings are, it gets lost down there in the spam or junk mail inbox.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you need me to put in a request for also a physical one aside from the one I'm sending to your email?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. ...

Speaker speaker\_1: And who is this through? American what?

Speaker speaker\_0: American Public Life is the carrier for your medical and your dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then vision, you have it with the carrier MetLife.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Would you like me to also leave that information on the email I'm sending you?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right, and then another thing I do want to mention is for the vision card specifically, when you go to use it, that email that I have sent you has a phone number where you can contact for, to get assistance locating providers in your area that will accept your insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That is also going to be the same phone number that you're going to provide to them for them to be able to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... verify your coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Because the thing is with your carrier, they have two departments. They have a major medical insurance and PPO Limited, and the current benefits that you're having with your staffing company are PPO Limited.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: So sometimes when the providers called in their direct line, that will be the first phone number that's gonna show up on your benefit card for the vision. The second phone number will be the one that you use for your PPO benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, and then I have sent over that benefit card to your email. Are you able to check it while you have me on the line?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, can you check it for me? It's gonna be from info@benefitsinacard. And it'll be titled ID Card, and it should have only one attachment on it.

Speaker speaker\_1: Okay, I got 'em.

Speaker speaker\_0: All right, and then I did put in just now the request for your physical card. It should not take more than max four weeks after this week for it to get to you. So if it has been-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a total... weeks and you don't see it in your mailbox, give us a callback so that we can let them know that you never received it.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Of course. So you are all set. Was there anything else we can assist you with today?

Speaker speaker\_1: That is it. Thank you.

Speaker speaker\_0: My pleasure, Ms. Angela. Enjoy your weekend and the rest of your day.

Speaker speaker\_1: You too. Thank you. Bye.

Speaker speaker\_0: Bye-bye.