

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit in a Cart. My name is Francesca. How can I assist you today? Hi. I just need to see if you guys have my account set up yet? It was, it was active on Monday and I've been waiting for, to get, to get my numbers or whatever. Are you talking in regards to your insurance? You wanna see if it's active? 'Cause we don't set up any accounts. I'm sorry. Well, um, they told me that I had to wait and call back on Thursday to see if I had a group number and stuff like that. It seems that you are calling about the insurance. Which staffing company do you work with? ManCan. What are the last four of the SSN number? 6368. Last name? Hunter. Please verify the mailing address and date of birth. 510 Mitchell Avenue, Mount Vernon, Ohio, 43050, August 18th, 2000. We have that contact, 740-501-7217. Yeah. And I have the email as sammyandhunter18@gmail.com. Yep. Let's see. Bear with me one moment while I load up the system. You're okay. What did you say? Yes, ma'am. Oh, yes. I was just letting you know to give me one moment while I was loading the system. And then- Oh- ... we do have the policy information ready, as well as your digital cards. Would you like me to send them to the email on file? Yeah. All right. So both of your medical and dental plan have no network requirement. The only thing you want to make sure is that wherever you're going, they do approve your insurance, which for both plans is with American Public Life. Okay. Does it... Do you know if it will cover an MRI? So we particularly do not know which specific procedures are covered under the plans. However, I can get you transferred over to the carrier so that they can let you know. Okay. 'Cause what I have access to is the benefit guide. And the specific medical plan you're on, the only thing close to MRIs is that it says that it covers medical imaging tests. It will cover \$100 out of the bill once a year. But I'm not sure if MRIs are included in that. Okay. All right. So I'll go ahead and send you the digital copies of the benefit guide to the email. Would you like me to include in there the customer service phone number I'm gonna transfer you to? Uh, yeah. All right. You'll be receiving this from info@benefitinalcart.com. Okay. And let me go ahead and get you transferred over to American Public Life. They also go by APL which is the acronym to their full company name. Okay. All right. One moment, please.

Conversation Format

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

Speaker speaker_1: Hi. I just need to see if you guys have my account set up yet? It was, it was active on Monday and I've been waiting for, to get, to get my numbers or whatever.

Speaker speaker_0: Are you talking in regards to your insurance? You wanna see if it's active? 'Cause we don't set up any accounts. I'm sorry.

Speaker speaker_1: Well, um, they told me that I had to wait and call back on Thursday to see if I had a group number and stuff like that.

Speaker speaker_0: It seems that you are calling about the insurance. Which staffing company do you work with?

Speaker speaker_1: ManCan.

Speaker speaker_0: What are the last four of the SSN number?

Speaker speaker_1: 6368.

Speaker speaker_0: Last name?

Speaker speaker_1: Hunter.

Speaker speaker_0: Please verify the mailing address and date of birth.

Speaker speaker_1: 510 Mitchell Avenue, Mount Vernon, Ohio, 43050, August 18th, 2000.

Speaker speaker_0: We have that contact, 740-501-7217.

Speaker speaker_1: Yeah.

Speaker speaker_0: And I have the email as sammyandhunter18@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: Let's see. Bear with me one moment while I load up the system.

Speaker speaker_1: You're okay. What did you say?

Speaker speaker_0: Yes, ma'am. Oh, yes. I was just letting you know to give me one moment while I was loading the system. And then-

Speaker speaker_1: Oh-

Speaker speaker_0: ... we do have the policy information ready, as well as your digital cards. Would you like me to send them to the email on file?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So both of your medical and dental plan have no network requirement. The only thing you want to make sure is that wherever you're going, they do approve your insurance, which for both plans is with American Public Life.

Speaker speaker_1: Okay. Does it... Do you know if it will cover an MRI?

Speaker speaker_0: So we particularly do not know which specific procedures are covered under the plans. However, I can get you transferred over to the carrier so that they can let you know.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause what I have access to is the benefit guide. And the specific medical plan you're on, the only thing close to MRIs is that it says that it covers medical imaging tests. It will cover \$100 out of the bill once a year. But I'm not sure if MRIs are included in that.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I'll go ahead and send you the digital copies of the benefit guide to the email. Would you like me to include in there the customer service phone number I'm gonna transfer you to?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: All right. You'll be receiving this from info@benefitinalcart.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And let me go ahead and get you transferred over to American Public Life. They also go by APL which is the acronym to their full company name.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. One moment, please.