

Transcript: Francesca

Baez-6635571653296128-5792470378397696

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, this is, uh, Matthew Coffee. I've been, um... We used to have one, um... I work with, um, uh, Superior Skilled Trades, and they changed over from our old provider to y'all now. And I was just wondering if it's still the same, uh... if I still... if I... I got existing, um, doctor's appointments I have to go to, if it's still gonna be the same, if I can still go to them, or if I gotta get my whole new card, whole new everything. It'll be new cards that will be sent out once the benefits become effective with us. Okay, 'cause 5/5 they're supposed to be effective. That is correct sir, yes. Okay. So, with the benefits that we administer, policies become active Mondays, and then of that same week, Friday will be when the carrier send out those benefit cards. So, if I was like at an appointment today, I'm gonna have to re-pro- do it 'til I can figure out and make sure that they're in the system? I can actually take a look and see if your particular benefit cards are ready for the digital copies so that I can send them to your email. Okay. What are the last four of your Social? 6637. All right. Please verify your mailing address and date of birth. Uh, 3519 Wall Street, Bay Cliff, Texas 77518. And what was the other thing you wanted? My date of birth, 11/15/1971. Thank you very much. We showed that the best phone number to reach you down is 281-339-1198. No, best phone number would be 281-455-0982. 'Cause I'm working out of town right now, so I'm not at the house. On... So should I put the one that we had as a secondary, or just take out- Yes. ... a second- You can put a secondary. And then, I have your email as double M, period, your last name, the number five, @gmail.com? Yep, that's it. Okay, bear with me one moment. Twenty bucks? Okay, so the digital copy of the card is not ready, but we do have that policy number. Okay, and now I, I can give it to my ones and see if they take it or... what's that policy number you said? Yes, sir. I can give you the policy number, and you can provide it to them, and I can also provide you the carrier's phone number. In the event- Okay. ... that they need their claim submission information, they can call the carrier, and they'll be able to provide it to the doctor. Okay. Yeah, that's it. Let me know when you're ready. I'm ready. 262? Mm-hmm. 2523. And that's my, uh, that's my group number or whatever? That's your medical policy number. Yeah, policy number. All right, and you said you had a phone number, what is it? Yes, sir. It will be 800- Mm-hmm. ... 256- Yep. ... 8606. All right. 'Kay, and the carrier is American Public Life. American Public Life. All right. All right, and they also go by the acronym APL. APL? Yes, sir. All right. That's- Okay, so you are all set. If you run into any issues during your appointment, feel free to give us a call back. I'll call back. We are open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Okay, hold on one second. I got another- Mm-hmm. ... coworker here that was asking me- Okay. ... uh, 365- Bear with me one moment. ... what are you doing. I'll have to... I'll have to finish the note on your account to be able to open another file. Okay. Give me one small second. All right, no problem. She's just being pushy over here, so that's

all right. She gotta finish mine before she can do hers. All right, so I'm all done with your file. You can put your coworker on the line. Okay. Let's see who it's going. I'm good. Hello? Yes, hello, good afternoon. My name is Francesca with Benefits in a Card. Who am I speaking with? Hi, this my- this is LaTonya Reyes. How are you? Good, how are you today, Ms. Reyes? Good. I'm going through the same situation as Mr. Coffee that you just spoke with. I just wanted to- All right. ... see what I need to do on my end. If I need to do anything. Okay. Let's take a look at your policy. What are the last four of the Social? Social security... 9085. And could you verify your mailing address and date of birth? Yes, ma'am. It's PO Box 583, Corn City, Texas 78118. Date of birth is 4/12/75. I have best contact, 830-254-0900. Yes, ma'am. And we have your email down as M-O-E-M-A-R 35 at gmail.com? Yes, ma'am. So, yours is also active. Um, however for yours, we too are missing something. We're missing your spouse's information for the policy as a dependent. Okay. What is his first and last name? Servando. S-E-R-V as in Victor, A-N-D-O, Reyes. By any chance, do you know his social? If not, it's no issue. Uh... I should know it, but I don't. Right offhand, I don't. That's okay. So, your staffing company particularly does not have a requirement for it for the dependents, so even if you do not call back to provide it, he will still be able to use his benefits with no issues. Okay, so my question with that. He is now employed with the company, so is, I mean, should I just let- leave him on mine as is? So, with that specific issue, I would recommend if he doesn't remember whether or not he declined coverage to call in and see because if he's already- I think he had originally declined it because I was already on it. He was already on mine, under mine. Okay. So then it won't be an issue. The only time where is an issue of both persons on the policy working for that staffing company will be if each- Mm-hmm. ... of you guys have policies taken out. But if you have no policy taken out and he's under your policy, that's okay. Okay. Yes, ma'am that's the way it is. All right, and then I'm just missing his date of birth, if you could please? It is 10-23-57. 10-23-57? Mm-hmm. All right. All right, Ms. Reyes, so you are all set. The benefit cards will be sent out either tomorrow, Thursday, or Friday. Um, as of right now, the digital copies for yours also does not seem to be available but I have a policy number if you need it. Okay, yeah. Let me know when- I'm ready. ... you're ready. 262- Okay, I'm ready. Uh-huh. 2617. Okay, and the group number? So, that information is not provided here on the specific portal I'm on. It only shows me the policy numbers. Okay. And what's your name? If you- What is the name of the company of the insurance now? The carrier will be American Public Life. American Public Life, okay. They also go by the action name APL. APL, uh-huh. And I was going to ask if you needed their phone number as well. Yes, ma'am, if you don't, if you don't mind. Of course. It's 800-256- Mm-hmm. ... 8606. 8606, okay. All right. Was there any other policy information you were needing? No, ma'am, I believe that will be all, thank you. All right, and then same thing, I told your coworker we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. So, if you have any question or run into any issue, feel free to give us a call. Okay, that sounds great. All right, it was pleasure speaking with you, Ms. Reyes. Have a great day. Okay, thank you. You do the same. Mm-hmm, bye-bye. Thank you, 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: Uh, yes, this is, uh, Matthew Coffee. I've been, um... We used to have one, um... I work with, um, uh, Superior Skilled Trades, and they changed over from our old provider to y'all now. And I was just wondering if it's still the same, uh... if I still... if I... I got existing, um, doctor's appointments I have to go to, if it's still gonna be the same, if I can still go to them, or if I gotta get my whole new card, whole new everything.

Speaker speaker_0: It'll be new cards that will be sent out once the benefits become effective with us.

Speaker speaker_1: Okay, 'cause 5/5 they're supposed to be effective.

Speaker speaker_0: That is correct sir, yes.

Speaker speaker_1: Okay.

Speaker speaker_0: So, with the benefits that we administer, policies become active Mondays, and then of that same week, Friday will be when the carrier send out those benefit cards.

Speaker speaker_1: So, if I was like at an appointment today, I'm gonna have to re-pro- do it 'til I can figure out and make sure that they're in the system?

Speaker speaker_0: I can actually take a look and see if your particular benefit cards are ready for the digital copies so that I can send them to your email.

Speaker speaker_1: Okay.

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

Speaker speaker_1: 6637.

Speaker speaker_0: All right. Please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 3519 Wall Street, Bay Cliff, Texas 77518. And what was the other thing you wanted? My date of birth, 11/15/1971.

Speaker speaker_0: Thank you very much. We showed that the best phone number to reach you down is 281-339-1198.

Speaker speaker_1: No, best phone number would be 281-455-0982. 'Cause I'm working out of town right now, so I'm not at the house.

Speaker speaker_0: On... So should I put the one that we had as a secondary, or just take out-

Speaker speaker_1: Yes.

Speaker speaker_0: ... a second-

Speaker speaker_1: You can put a secondary.

Speaker speaker_0: And then, I have your email as double M, period, your last name, the number five, @gmail.com?

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: Okay, bear with me one moment.

Speaker speaker_1: Twenty bucks?

Speaker speaker_0: Okay, so the digital copy of the card is not ready, but we do have that policy number.

Speaker speaker_1: Okay, and now I, I can give it to my ones and see if they take it or... what's that policy number you said?

Speaker speaker_0: Yes, sir. I can give you the policy number, and you can provide it to them, and I can also provide you the carrier's phone number. In the event-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that they need their claim submission information, they can call the carrier, and they'll be able to provide it to the doctor.

Speaker speaker_1: Okay. Yeah, that's it.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: 262?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 2523.

Speaker speaker_1: And that's my, uh, that's my group number or whatever?

Speaker speaker_0: That's your medical policy number.

Speaker speaker_1: Yeah, policy number. All right, and you said you had a phone number, what is it?

Speaker speaker_0: Yes, sir. It will be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Yep.

Speaker speaker_0: ... 8606.

Speaker speaker_1: All right.

Speaker speaker_0: 'Kay, and the carrier is American Public Life.

Speaker speaker_1: American Public Life. All right.

Speaker speaker_0: All right, and they also go by the acronym APL.

Speaker speaker_1: APL?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. That's-

Speaker speaker_0: Okay, so you are all set. If you run into any issues during your appointment, feel free to give us a call back.

Speaker speaker_1: I'll call back.

Speaker speaker_0: We are open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay, hold on one second. I got another-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... coworker here that was asking me-

Speaker speaker_0: Okay.

Speaker speaker_1: ... uh, 365-

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: ... what are you doing.

Speaker speaker_0: I'll have to... I'll have to finish the note on your account to be able to open another file.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one small second.

Speaker speaker_1: All right, no problem. She's just being pushy over here, so that's all right. She gotta finish mine before she can do hers.

Speaker speaker_0: All right, so I'm all done with your file. You can put your coworker on the line.

Speaker speaker_1: Okay. Let's see who it's going.

Speaker speaker_2: I'm good. Hello?

Speaker speaker_0: Yes, hello, good afternoon. My name is Francesca with Benefits in a Card. Who am I speaking with?

Speaker speaker_2: Hi, this my- this is LaTonya Reyes. How are you?

Speaker speaker_0: Good, how are you today, Ms. Reyes?

Speaker speaker_2: Good. I'm going through the same situation as Mr. Coffee that you just spoke with. I just wanted to-

Speaker speaker_0: All right.

Speaker speaker_2: ... see what I need to do on my end. If I need to do anything.

Speaker speaker_0: Okay. Let's take a look at your policy. What are the last four of the Social?

Speaker speaker_2: Social security... 9085.

Speaker speaker_0: And could you verify your mailing address and date of birth?

Speaker speaker_2: Yes, ma'am. It's PO Box 583, Corn City, Texas 78118. Date of birth is 4/12/75.

Speaker speaker_0: I have best contact, 830-254-0900.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And we have your email down as M-O-E-M-A-R 35 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: So, yours is also active. Um, however for yours, we too are missing something. We're missing your spouse's information for the policy as a dependent.

Speaker speaker_2: Okay.

Speaker speaker_0: What is his first and last name?

Speaker speaker_2: Servando. S-E-R-V as in Victor, A-N-D-O, Reyes.

Speaker speaker_0: By any chance, do you know his social? If not, it's no issue.

Speaker speaker_2: Uh... I should know it, but I don't. Right offhand, I don't.

Speaker speaker_0: That's okay. So, your staffing company particularly does not have a requirement for it for the dependents, so even if you do not call back to provide it, he will still be able to use his benefits with no issues.

Speaker speaker_2: Okay, so my question with that. He is now employed with the company, so is, I mean, should I just let- leave him on mine as is?

Speaker speaker_0: So, with that specific issue, I would recommend if he doesn't remember whether or not he declined coverage to call in and see because if he's already-

Speaker speaker_2: I think he had originally declined it because I was already on it. He was already on mine, under mine.

Speaker speaker_0: Okay. So then it won't be an issue. The only time where is an issue of both persons on the policy working for that staffing company will be if each-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... of you guys have policies taken out. But if you have no policy taken out and he's under your policy, that's okay.

Speaker speaker_2: Okay. Yes, ma'am that's the way it is.

Speaker speaker_0: All right, and then I'm just missing his date of birth, if you could please?

Speaker speaker_2: It is 10-23-57.

Speaker speaker_0: 10-23-57?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: All right. All right, Ms. Reyes, so you are all set. The benefit cards will be sent out either tomorrow, Thursday, or Friday. Um, as of right now, the digital copies for yours also does not seem to be available but I have a policy number if you need it.

Speaker speaker_2: Okay, yeah.

Speaker speaker_0: Let me know when-

Speaker speaker_2: I'm ready.

Speaker speaker_0: ... you're ready. 262-

Speaker speaker_2: Okay, I'm ready. Uh-huh.

Speaker speaker_0: 2617.

Speaker speaker_2: Okay, and the group number?

Speaker speaker_0: So, that information is not provided here on the specific portal I'm on. It only shows me the policy numbers.

Speaker speaker_2: Okay. And what's your name?

Speaker speaker_0: If you-

Speaker speaker_2: What is the name of the company of the insurance now?

Speaker speaker_0: The carrier will be American Public Life.

Speaker speaker_2: American Public Life, okay.

Speaker speaker_0: They also go by the action name APL.

Speaker speaker_2: APL, uh-huh.

Speaker speaker_0: And I was going to ask if you needed their phone number as well.

Speaker speaker_2: Yes, ma'am, if you don't, if you don't mind.

Speaker speaker_0: Of course. It's 800-256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_2: 8606, okay. All right.

Speaker speaker_0: Was there any other policy information you were needing?

Speaker speaker_2: No, ma'am, I believe that will be all, thank you.

Speaker speaker_0: All right, and then same thing, I told your coworker we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. So, if you have any question or run into any issue, feel free to give us a call.

Speaker speaker_2: Okay, that sounds great.

Speaker speaker_0: All right, it was pleasure speaking with you, Ms. Reyes. Have a great day.

Speaker speaker_2: Okay, thank you. You do the same. Mm-hmm, bye-bye.

Speaker speaker_0: Thank you, bye-bye.