

## **Transcript: Justin**

**Mills-4840011732566016-4591613993500672**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. This is Regina Pugh. Um, I'm calling to get my, uh, mi- my insurance card, my descrip- prescription card information so I can give it to the, um, pharmacy because the part that I do have is for the affordable whatever that is. And I upgraded my, um, insurance to the, the premium. But I haven't gotten the card yet. Yeah, let me check on that for you. What's the staffing agency you work for? MAU. And the last four of your social? 3838. And for security purposes, can you verify the home address, including city, state and zip code, Regina? It's 526 Rivera Drive, Saluda, South Carolina, 29138. And confirm your date of birth? 12/27/82. And a good telephone number I have is 265-1075? Yes. And the email I have is r-e-g-p-u-g-30 at Gmail? Yes. Okay, so looking at the calendar, um, looks like we haven't received that deduction from MAU just yet. So once we receive that deduction, the cards will be ac- uh, cards will be issued out from there. Um, so if anything, have you received a deduction off your paycheck, uh, from th- for that, uh, medical plan? Yes, but it's been more than two weeks since I, uh, changed the insurance. Okay. Uh, so I do see where you did change the coverage. Um, but looking at the calendar, I'm not seeing where MAU sent over that deduction. Um, let's see. Export history. Give me one second. Okay, so it looks like it was sent over. Um, so what I'll go ahead and do, um, let me reach out to my back office, 'cause looking at the export tab, I do see that the deduction was sent over. Um, I do see that. Um, so let me reach out to my back office to see when the coverage will become active. And then I do know once the coverage is active, policy numbers would be generated within 72 hours. So I do know that. Um, let's see here. Okay. Um, so like I said, I'll reach out to my back office, uh, confirm with them when the coverage will become active, and then I can reach back out to you letting you know, uh, when you will become active, Regina. So if I pay for my prescriptions out of pocket, will y'all reimburse me? Uh, no, that's more of a carrier question, and I can provide you with their telephone number if need be. Okay, 4s. what time is it? Okay, so let's see here. So the insurance carrier for that medical plan would be American Public Life or under the hospital indemnity portion of it. Uh, so American Public Life and their telephone number is 800-256-8606. Okay. Okay. Um, so like I said, I'll reach out to my back office, have them confirm when you would become active because looking at the file, I do see that the deduction was received. Um, so let me reach out to them, confirm when they will be in our system and then I can give you a call back letting you know the response. Okay, Regina? Okay, thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. This is Regina Pugh. Um, I'm calling to get my, uh, mi- my insurance card, my descrip- prescription card information so I can give it to the, um, pharmacy because the part that I do have is for the affordable whatever that is. And I upgraded my, um, insurance to the, the premium. But I haven't gotten the card yet.

Speaker speaker\_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 3838.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Regina?

Speaker speaker\_2: It's 526 Rivera Drive, Saluda, South Carolina, 29138.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 12/27/82.

Speaker speaker\_1: And a good telephone number I have is 265-1075?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is r-e-g-p-u-g-30 at Gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so looking at the calendar, um, looks like we haven't received that deduction from MAU just yet. So once we receive that deduction, the cards will be ac- uh, cards will be issued out from there. Um, so if anything, have you received a deduction off your paycheck, uh, from th- for that, uh, medical plan?

Speaker speaker\_2: Yes, but it's been more than two weeks since I, uh, changed the insurance.

Speaker speaker\_1: Okay. Uh, so I do see where you did change the coverage. Um, but looking at the calendar, I'm not seeing where MAU sent over that deduction. Um, let's see. Export history. Give me one second. Okay, so it looks like it was sent over. Um, so what I'll go ahead and do, um, let me reach out to my back office, 'cause looking at the export tab, I do see that the deduction was sent over. Um, I do see that. Um, so let me reach out to my back office to see when the coverage will become active. And then I do know once the coverage is active, policy numbers would be generated within 72 hours. So I do know that. Um, let's see here. Okay. Um, so like I said, I'll reach out to my back office, uh, confirm with them when the

coverage will become active, and then I can reach back out to you letting you know, uh, when you will become active, Regina.

Speaker speaker\_2: So if I pay for my prescriptions out of pocket, will y'all reimburse me?

Speaker speaker\_1: Uh, no, that's more of a carrier question, and I can provide you with their telephone number if need be.

Speaker speaker\_2: Okay,

Speaker speaker\_3: 4s.

Speaker speaker\_2: what time is it?

Speaker speaker\_1: Okay, so let's see here. So the insurance carrier for that medical plan would be American Public Life or under the hospital indemnity portion of it. Uh, so American Public Life and their telephone number is 800-256-8606.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, so like I said, I'll reach out to my back office, have them confirm when you would become active because looking at the file, I do see that the deduction was received. Um, so let me reach out to them, confirm when they will be in our system and then I can give you a call back letting you know the response. Okay, Regina?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.