

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I just need help, um, figuring out the... which card to use when. I... Um, which card do I use, like the 90 Degree card and then the APL card? Um, let's see here. Um, do you mind... Uh, what's the staffing agency you work for? Priority Personnel. And the last four of your social? 7472. And what was your first and last name? Danielle McVey. And for security purposes, can you verify your home address, including city, state and zip code, Danielle? Yeah. Um, 117 Golden Grove Parkway, San Marcos, Texas 78666. And your date of birth? 01/27/'96. And a good telephone number I have is 254-213-8399? Yes. And the email I have is dsmcvey25 at Gmail? Yes. Okay. Um, so let's see here. So, it looks like your 90 Degree Benefit Card should cover preventative healthcare services. Um, list out that APL card for me. Does it say dental or medical on it? I have both dental, um, at the group voluntary dental, and then I also have the limited benefit med plan. Okay. So, that's your hospital indemnity plan, uh, dental, and then you had another card, correct? Or you only have two? I have three. The- Oh, you have three. ... two APL and then the third one is the 90 Degree. Yes. So, your AP- Uh, so the limited hospital indemnity or med plan, that's for your hospitals, doctors and medications, um, while your 90 Degree Benefit one, that one's for preventative services, so like your annual exams, physicals, diabetes screenings, stuff like that. Okay. Gotcha. Um, then that's all I needed help with. Awesome. Well, you have a wonderful day, okay, Danielle? Okay. Thanks. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I just need help, um, figuring out the... which card to use when. I... Um, which card do I use, like the 90 Degree card and then the APL card?

Speaker speaker_0: Um, let's see here. Um, do you mind... Uh, what's the staffing agency you work for?

Speaker speaker_1: Priority Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7472.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Danielle McVey.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Danielle?

Speaker speaker_1: Yeah. Um, 117 Golden Grove Parkway, San Marcos, Texas 78666.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/27/96.

Speaker speaker_0: And a good telephone number I have is 254-213-8399?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is dsmcvey25 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see here. So, it looks like your 90 Degree Benefit Card should cover preventative healthcare services. Um, list out that APL card for me. Does it say dental or medical on it?

Speaker speaker_1: I have both dental, um, at the group voluntary dental, and then I also have the limited benefit med plan.

Speaker speaker_0: Okay. So, that's your hospital indemnity plan, uh, dental, and then you had another card, correct? Or you only have two?

Speaker speaker_1: I have three. The-

Speaker speaker_0: Oh, you have three.

Speaker speaker_1: ... two APL and then the third one is the 90 Degree.

Speaker speaker_0: Yes. So, your AP- Uh, so the limited hospital indemnity or med plan, that's for your hospitals, doctors and medications, um, while your 90 Degree Benefit one, that one's for preventative services, so like your annual exams, physicals, diabetes screenings, stuff like that.

Speaker speaker_1: Okay. Gotcha. Um, then that's all I needed help with.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay, Danielle?

Speaker speaker_1: Okay. Thanks.

Speaker speaker_2: You're welcome. Bye-bye.