

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I was just on the phone with one of the gals there and the call dropped. I was trying to find out if there's a group number for the medical for my coverage. Uh, she sent me three PDFs. I see a group number in the vision and dental, but not one for the medical. Um... Well, she sent you three ID cards, and the ID card should be listed as medical. But let me verify something. What's the staffing agency you work for? Nor Staffing. And the last four of your Social? 6564. So she sent me a vision card PDF, medical card PDF, and a dental card PDF. But on the... And on the vision and dental, there is a group number, but not on the medical. Um, the group number should be listed as a policy number. Um, let me- Oh, okay. So it says policy/cert number. That's the group number? Yes, sir. Uh-huh. Okay, so I can give that information to my, to my doctor's office? Correct. Yes, sir. Okay, and now, uh, so is the, is the insurance called American Public Life or Benefits in a Card? Um, I still need to pull your file to confirm who the insurance carrier is. Can you confirm your date of birth for me real quick? 01/25/65. Okay. So your medical is the VIP Classic, which covers hospitals, doctors and medications. And yes, so it's through American Public Life. So when they ask what the insurance is, I'll say American Public Life? Correct. Yes, sir. That's the name of the company. Um, okay. I think I have all the info I need, and uh, okay. Thank you very much. You're welcome. You have a great weekend, okay? You too now. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. I was just on the phone with one of the gals there and the call dropped. I was trying to find out if there's a group number for the medical for my coverage. Uh, she sent me three PDFs. I see a group number in the vision and dental, but not one for the medical.

Speaker speaker_0: Um... Well, she sent you three ID cards, and the ID card should be listed as medical. But let me verify something. What's the staffing agency you work for?

Speaker speaker_1: Nor Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6564. So she sent me a vision card PDF, medical card PDF, and a dental card PDF. But on the... And on the vision and dental, there is a group number, but not on the medical.

Speaker speaker_0: Um, the group number should be listed as a policy number. Um, let me-

Speaker speaker_1: Oh, okay. So it says policy/cert number. That's the group number?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh-huh. Okay, so I can give that information to my, to my doctor's office?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay, and now, uh, so is the, is the insurance called American Public Life or Benefits in a Card?

Speaker speaker_0: Um, I still need to pull your file to confirm who the insurance carrier is. Can you confirm your date of birth for me real quick?

Speaker speaker_1: 01/25/65.

Speaker speaker_0: Okay. So your medical is the VIP Classic, which covers hospitals, doctors and medications. And yes, so it's through American Public Life.

Speaker speaker_1: So when they ask what the insurance is, I'll say American Public Life?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: That's the name of the company. Um, okay. I think I have all the info I need, and uh, okay. Thank you very much.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: You too now. Bye.

Speaker speaker_0: Bye-bye.