

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? Yes, I was calling to see... I finally got insurance taken out on my check, and I was calling to see if you guys could send me insurance cards. Yeah. Let me check on that. What's that staffing agency you work for? Uh, Innovative Staff Solutions. And the last four of your Social? 0855. And what were your first and last name? Crystal Solovo. Okay. And for security purposes, can you verify your home address, including city, state and ZIP code, Crystal? Yes. It is 270 Bryden Avenue in Virgins, Illinois 62294. And confirm your date of birth? 1-8-90. And a good telephone number have as 618-790-6446. Yes. And the email I have is burgessk90 at gmail? Yes. Okay. So, looking at the file, it looks like you did become active in the coverage as of today, so physical ID card should arrive early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Okay. Okay. But if you have, like, an appointment either today, tomorrow or Wednesday, um, you can have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate those policy numbers for you. Okay. Um, can you tell me anything about this insurance? Um, yes. So let's see here. So we have the Insure Plus Enhanced which covers hospitals, doctors and medications. Um, you do have... The insurance carrier is American Public Life. Um, I do have a benefit guide I can email you, because it does break down what is covered, what's not covered and how much the insurance carrier will pay for services. Okay. Okay. Um, so I'll go ahead and email you a copy of that benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder. Okay? Okay. Um, do you know if there's... My main question was, like, um, copays. Um, yeah. So you, uh, uh, so f- so for regular doctor visit, your copay would be \$25. However, if you visit, like, a specialist, like a ears, nose and throat doctor, for example, it's \$50. However, all of this information is in the benefit guide I'm emailing you. Okay. All right. Um, so I went ahead and sent that to you. Is there anything else I could assist you with today, Crystal? Uh, no, that's it. Mm-hmm. Awesome. You have a wonderful day, okay? All right. Thank you. You too. Thank you. Bye-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: Yes, I was calling to see... I finally got insurance taken out on my check, and I was calling to see if you guys could send me insurance cards.

Speaker speaker_0: Yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Uh, Innovative Staff Solutions.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0855.

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

Speaker speaker_1: Crystal Solovo.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and ZIP code, Crystal?

Speaker speaker_1: Yes. It is 270 Bryden Avenue in Virgins, Illinois 62294.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 1-8-90.

Speaker speaker_0: And a good telephone number have as 618-790-6446.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is burgessk90 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, looking at the file, it looks like you did become active in the coverage as of today, so physical ID card should arrive early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But if you have, like, an appointment either today, tomorrow or Wednesday, um, you can have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate those policy numbers for you.

Speaker speaker_1: Okay. Um, can you tell me anything about this insurance?

Speaker speaker_0: Um, yes. So let's see here. So we have the Insure Plus Enhanced which covers hospitals, doctors and medications. Um, you do have... The insurance carrier is American Public Life. Um, I do have a benefit guide I can email you, because it does break down what is covered, what's not covered and how much the insurance carrier will pay for services.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so I'll go ahead and email you a copy of that benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder. Okay?

Speaker speaker_1: Okay. Um, do you know if there's... My main question was, like, um, copays.

Speaker speaker_0: Um, yeah. So you, uh, uh, so f- so for regular doctor visit, your copay would be \$25. However, if you visit, like, a specialist, like a ears, nose and throat doctor, for example, it's \$50. However, all of this information is in the benefit guide I'm emailing you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Um, so I went ahead and sent that to you. Is there anything else I could assist you with today, Crystal?

Speaker speaker_1: Uh, no, that's it. Mm-hmm.

Speaker speaker_0: Awesome. You have a wonderful day, okay?

Speaker speaker_1: All right. Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.