

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, sir. I'm calling to see if my insurance is active yet, because I've, I've been sick and I'm trying to get into an urgent care. But the urgent cares where I'm located at, they charge \$125 to \$180 just to get, just to talk to the doctor, and that's not including the tests. So I'm just trying to see- Totally understand. Yeah, let me check on that for you. What's that staffing agency you work for? I work for, uh, WorkSmart, but I'm working for Trigo, so I don't... It's weird. Okay, so WorkSmart. What's the last four of your Social? 5062. And your first and last name? Austin Cantrell. And for security purposes, can you verify the home address, including city, state and zip code, Austin? 15662 Capstone Boulevard, Brookwood, Alabama 35444. And your date of birth? January 4th, 2002. And a good telephone number have is 205-872-6361. Yes, sir. And the email have is aust.cantrell@icloud? Yes, sir. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of yesterday, the 2nd. So you should be receiving your physical ID cards early next week. However, if you- Okay. ... 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 information. However, you stated earlier that you have an appointment today or in the next couple days. I don't- Is that correct? I don't have an appointment. Um, I'm, I was trying to... I've been trying to get seen. I've been trying to find a urgent care that, that, that will allow me to get seen and then just charge me later. Um, and they won't, they won't do that. They want me to pay \$200 and I don't have that right now. So... Totally understand. Um, well, since you are currently active in the coverage, I mean, if you do find a provider that will do that, um, allow you to do, get seen without paying anything, um, you can have them call us at Benefits and a Card. And we can let them know, "Hey, this member is currently active." And provide eligibility and let them know what you're covered for. And just let them know we're waiting for the insurance carrier to generate policy numbers for you. Is it okay, do you think if I, if I run in here real quick? Because I'm at Crimson Care in Tuscaloosa. Do you think if I run in there, you think that they'll just be like, "Okay"? Because I don't know, ev- everybody's in an urgent care today that I've talked to, in these urgent cares. So I don't know what's going on. Um, now it may work. Um, I mean, I, we can try. Um, but I mean, I can let them know what is going on, that you are active. Um, if they do want to speak with me, they can. Okay. Well... I'm gonna take you off speakerphone before I tell them and then if they say okay, and then I'm gonna give you the phone. Because I think I have it set to pay, like kind of covers, not just... Because I know it's not just for me. I have it with my son, too. I think, I'm pretty sure my son's on there. I hope he is. Yeah, it's the employer plus child coverage. Okay. So I have insurance, but I don't have my policy numbers. Like I don't have, like it just got turned on yesterday. So... Can they

email you the information with the numbers and the... What's the insurance number? I'm gonna give you to her now. Okay. Hello? Hey, how are you doing? I'm good. How are you? Doing pretty well. Um, this is Justin from Benefits and a Card, his, uh, plan administrator through his employer. Um, what were you needing specifically? Um, like the, the policy number, um, with the company's information on it. Is there any way it could be emailed either to him or to me? Yeah. Um, so I was informing Austin that he just became active as of yesterday. Um, and I do know that the insurance carrier does take them 72 hours to generate policy numbers. Um, so that information should be generated by Friday or Thursday or Friday the latest. However, I can provide eligibility and let you know what he is covered for, who the insurance carrier is and stuff like that. Okay. Um, what's the insurance- And our claims address. Okay, what's the, um, the insurance company? Um, so his insurance company's through American Public Life. American Public Life? Yes. Public Life. Yes, ma'am. Okay. But you don't have a... Do you have a policy number? Um, unfortunately, I do not, since he just became active as of yesterday. But like I said- So you won't- ... I can provide eligibility. But I won't have anything to run it towards. Even if you tell me he's eligible, I have to put something in my system to, to run. Totally understand. Um, let's see here. Yeah. Um, but yes, as, as of right now, I did... As of right now, policy information would be generated by Thursday or Friday. Okay. Um, yeah, that wouldn't... I couldn't take it like that, though. Okay, no worries. Okay. All right. Thank you. You're welcome. Thank you. Yeah. You can try, um- Because I'm not from around here, so I don't know... You, you just see- Yeah, I got like a ear infection. So I don't know. Like I think I have an ear infection, it hurts. Right. About time for that stuff start coming around. Yes. Uh, emergency room, Maude Whatley, they do, they do by income. They're income based. I don't remember that's- Uh, I can give you the address. Um, the health department is not far from here. Okay. Um, I don't know what they're based off. Do you know? Huh? So probably Maude Whatley or- Maude Whatley? Yeah. Or, um, the emergency room. I can give you Maude Whatley's... Is it on, uh, Apple Maps? Mm-hmm. M-A-U-D-E. Mau-, Maude L. Whatley Health Center? Yes. Okay. Thank you. Yeah, they do- Anything else I can help you with today? Uh, no, sir. Thank you. You're welcome. Had a great day, okay? They do auditions there, I think from- You too. I think it's 8:00 to 1:00, I think, um...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, sir. I'm calling to see if my insurance is active yet, because I've, I've been sick and I'm trying to get into an urgent care. But the urgent cares where I'm located at, they charge \$125 to \$180 just to get, just to talk to the doctor, and that's not including the tests. So I'm just trying to see-

Speaker speaker_1: Totally understand. Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_2: I work for, uh, WorkSmart, but I'm working for Trigo, so I don't... It's weird.

Speaker speaker_1: Okay, so WorkSmart. What's the last four of your Social?

Speaker speaker_2: 5062.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Austin Cantrell.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Austin?

Speaker speaker_2: 15662 Capstone Boulevard, Brookwood, Alabama 35444.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 4th, 2002.

Speaker speaker_1: And a good telephone number have is 205-872-6361.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email have is aust.cantrell@icloud?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of yesterday, the 2nd. So you should be receiving your physical ID cards early next week. However, if you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 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 information. However, you stated earlier that you have an appointment today or in the next couple days.

Speaker speaker_2: I don't-

Speaker speaker_1: Is that correct?

Speaker speaker_2: I don't have an appointment. Um, I'm, I was trying to... I've been trying to get seen. I've been trying to find a urgent care that, that, that will allow me to get seen and then just charge me later. Um, and they won't, they won't do that. They want me to pay \$200 and I don't have that right now. So...

Speaker speaker_1: Totally understand. Um, well, since you are currently active in the coverage, I mean, if you do find a provider that will do that, um, allow you to do, get seen without paying anything, um, you can have them call us at Benefits and a Card. And we can let them know, "Hey, this member is currently active." And provide eligibility and let them know what you're covered for. And just let them know we're waiting for the insurance carrier to

generate policy numbers for you.

Speaker speaker_2: Is it okay, do you think if I, if I run in here real quick? Because I'm at Crimson Care in Tuscaloosa. Do you think if I run in there, you think that they'll just be like, "Okay"? Because I don't know, ev- everybody's in an urgent care today that I've talked to, in these urgent cares. So I don't know what's going on.

Speaker speaker_1: Um, now it may work. Um, I mean, I, we can try. Um, but I mean, I can let them know what is going on, that you are active. Um, if they do want to speak with me, they can.

Speaker speaker_2: Okay. Well... I'm gonna take you off speakerphone before I tell them and then if they say okay, and then I'm gonna give you the phone. Because I think I have it set to pay, like kind of covers, not just... Because I know it's not just for me. I have it with my son, too. I think, I'm pretty sure my son's on there. I hope he is.

Speaker speaker_1: Yeah, it's the employer plus child coverage.

Speaker speaker_2: Okay. So I have insurance, but I don't have my policy numbers. Like I don't have, like it just got turned on yesterday. So...

Speaker speaker_3: Can they email you the information with the numbers and the... What's the insurance number?

Speaker speaker_2: I'm gonna give you to her now.

Speaker speaker_3: Okay. Hello?

Speaker speaker_1: Hey, how are you doing?

Speaker speaker_3: I'm good. How are you?

Speaker speaker_1: Doing pretty well. Um, this is Justin from Benefits and a Card, his, uh, plan administrator through his employer. Um, what were you needing specifically?

Speaker speaker_3: Um, like the, the policy number, um, with the company's information on it. Is there any way it could be emailed either to him or to me?

Speaker speaker_1: Yeah. Um, so I was informing Austin that he just became active as of yesterday. Um, and I do know that the insurance carrier does take them 72 hours to generate policy numbers. Um, so that information should be generated by Friday or Thursday or Friday the latest. However, I can provide eligibility and let you know what he is covered for, who the insurance carrier is and stuff like that.

Speaker speaker_3: Okay. Um, what's the insurance-

Speaker speaker_1: And our claims address.

Speaker speaker_3: Okay, what's the, um, the insurance company?

Speaker speaker_1: Um, so his insurance company's through American Public Life.

Speaker speaker_3: American Public Life?

Speaker speaker_1: Yes. Public Life. Yes, ma'am.

Speaker speaker_3: Okay. But you don't have a... Do you have a policy number?

Speaker speaker_1: Um, unfortunately, I do not, since he just became active as of yesterday. But like I said-

Speaker speaker_3: So you won't-

Speaker speaker_1: ... I can provide eligibility.

Speaker speaker_3: But I won't have anything to run it towards. Even if you tell me he's eligible, I have to put something in my system to, to run.

Speaker speaker_1: Totally understand. Um, let's see here.

Speaker speaker_3: Yeah.

Speaker speaker_1: Um, but yes, as, as of right now, I did... As of right now, policy information would be generated by Thursday or Friday.

Speaker speaker_3: Okay. Um, yeah, that wouldn't... I couldn't take it like that, though.

Speaker speaker_1: Okay, no worries.

Speaker speaker_3: Okay. All right. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_3: Thank you. Yeah. You can try, um-

Speaker speaker_2: Because I'm not from around here, so I don't know...

Speaker speaker_3: You, you just see-

Speaker speaker_2: Yeah, I got like a ear infection. So I don't know. Like I think I have an ear infection, it hurts.

Speaker speaker_3: Right.

Speaker speaker_2: About time for that stuff start coming around.

Speaker speaker_3: Yes. Uh, emergency room, Maude Whatley, they do, they do by income. They're income based.

Speaker speaker_2: I don't remember that's-

Speaker speaker_3: Uh, I can give you the address. Um, the health department is not far from here.

Speaker speaker_2: Okay.

Speaker speaker_3: Um, I don't know what they're based off. Do you know? Huh? So probably Maude Whatley or-

Speaker speaker_2: Maude Whatley?

Speaker speaker_3: Yeah. Or, um, the emergency room. I can give you Maude Whatley's...

Speaker speaker_2: Is it on, uh, Apple Maps?

Speaker speaker_3: Mm-hmm. M-A-U-D-E.

Speaker speaker_2: Mau-, Maude L. Whatley Health Center?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_3: Yeah, they do-

Speaker speaker_4: Anything else I can help you with today?

Speaker speaker_2: Uh, no, sir. Thank you.

Speaker speaker_4: You're welcome. Had a great day, okay?

Speaker speaker_3: They do auditions there, I think from-

Speaker speaker_2: You too.

Speaker speaker_3: I think it's 8:00 to 1:00, I think, um...