

## Transcript: Justin

**Mills-5638125747388416-5257624192761856**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Uh, I'm a former, uh, policy member. Uh, I'm a, I, I'm... quit my job, so I'm out of the... I was in a group plan. I, I... this is hard to explain. I worked for a place called The Reserve Network out of Ohio. Mm-hmm. And they had a group plan through APL or Benefits in a Card. Mm-hmm. And I am pl- applying for Medicare, and I need to show when I was on the group plan, and the company that I worked for won't fill out the form because they tell me they don't know when I was in the group plan. Okay, so you pretty much- That's- ... need a statement- That's- ... of coverage sent to you? Yeah. Okay, um, so when did- It went into effect on... They went into effect on January third- 31st, 2022, and then I quit the job in September 2023. So, I was on it during that period, and I need... They told me I need to show them when I was on it or they won't sign the form. The form has to be signed by my employer, not by the insurer. Okay. Um, so let me try pulling your file and see what's going on. So, The Reserves Network, what's the last four of your Social? 7167. And what was your first and last name? Gregory Crouse, Crouse. And I have my confirmation letter and the whole thing. Good, and for security purposes- They need to hear it from you. Totally understand. I'm sorry, go ahead. Um, for security purposes, can you verify the home address, including city, state and zip code, Gregory? Well, I, I just moved. I... My new address is 1195 Madison Avenue, but the address probably that you have is 1002nd Street, Fairport, Ohio. Okay, and confirm your date of birth? December 2nd, 1953. And a good telephone number I have is 669-0794. Yes, that's correct. And the email I have is crousegreg19@gmail... Wait, 6690... 669-0794. Is that what you said? Yes, sir. Okay. I'm sorry, go ahead. And the email I have is your last name, greg19@gmail? Yeah, but I'd like to use a different email. All right. What's a good email for you? Uh, Le- L-E-O-N-A C-R-O-U-S-E, leonacrouse@gmail.com. Gmail. Okay. And just to confirm, L-E-O-N-A C-R-O-U-S-E @gmail? Yes. Okay. Um, so let's see here. So, what I'll go ahead and do, I'll put in the request for that statement of coverage to be sent out to you. Um, I'll send it to the person that's responsible for sending those emails. Um, just give it about an hour or two before you receive that. Um, but the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Info@... Let me... Okay. Now- Uh. ... you're gonna send one to me a- and could you send it to that payroll lady that I've been dealing with? Um, through what, The Reserves Network? Yeah. I have her email. Um, now honestly, we can only send it to you because that's technically a HIPAA violation, um- Okay. So, we can only send that- So, so you're sending it to me in a... You're sending it to me as an email, right? Correct. Yes, sir. And then I could forward it to her? Yes, sir. Okay. That, that would work. Okay. Um, I'm lik- She said something about, uh, you also include the group number. The group number? Yes, sir. So, everything that you were enrolled into, policy numbers,

everything, should be included in that email that we'll be sending to you, the statement of coverage. 'Cause we have the dates. What she needs is the dates. Yes, sir. So we- It should be January 2022 through September 2023. Yes, sir. We see that, and then it shows that in my system right here, but... Oh, okay. But like I said- Well- Oh, go ahead. Okay, but like I said- Oh, go ahead. ... I'll go ahead and send the request to, for that statement of coverage to be ma- uh, emailed to you. Um, like I said, just give it about an hour or two before you receive it, okay? Oh, that's great. And what was your name again? My name is Justin. Justin. Okay, Justin. Well, thank you very much. You're welcome. Is there anything else I could help you out with today, Gregory? No, that's... This will be great. I didn't think it would work out even. Thank you very much. You're welcome. You have a great day, okay? All right. You too. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Uh, I'm a former, uh, policy member. Uh, I'm a, I, I'm... quit my job, so I'm out of the... I was in a group plan. I, I... this is hard to explain. I worked for a place called The Reserve Network out of Ohio.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And they had a group plan through APL or Benefits in a Card.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And I am pl- applying for Medicare, and I need to show when I was on the group plan, and the company that I worked for won't fill out the form because they tell me they don't know when I was in the group plan.

Speaker speaker\_1: Okay, so you pretty much-

Speaker speaker\_2: That's-

Speaker speaker\_1: ... need a statement-

Speaker speaker\_2: That's-

Speaker speaker\_1: ... of coverage sent to you?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, um, so when did-

Speaker speaker\_2: It went into effect on... They went into effect on January third- 31st, 2022, and then I quit the job in September 2023. So, I was on it during that period, and I need... They told me I need to show them when I was on it or they won't sign the form. The form has

to be signed by my employer, not by the insurer.

Speaker speaker\_1: Okay. Um, so let me try pulling your file and see what's going on. So, The Reserves Network, what's the last four of your Social?

Speaker speaker\_2: 7167.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Gregory Crouse, Crouse. And I have my confirmation letter and the whole thing.

Speaker speaker\_1: Good, and for security purposes-

Speaker speaker\_2: They need to hear it from you.

Speaker speaker\_1: Totally understand.

Speaker speaker\_2: I'm sorry, go ahead.

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

Speaker speaker\_2: Well, I, I just moved. I... My new address is 1195 Madison Avenue, but the address probably that you have is 1002nd Street, Fairport, Ohio.

Speaker speaker\_1: Okay, and confirm your date of birth?

Speaker speaker\_2: December 2nd, 1953.

Speaker speaker\_1: And a good telephone number I have is 669-0794.

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: And the email I have is crousegreg19@gmail...

Speaker speaker\_2: Wait, 6690... 669-0794. Is that what you said?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. I'm sorry, go ahead.

Speaker speaker\_1: And the email I have is your last name, greg19@gmail?

Speaker speaker\_2: Yeah, but I'd like to use a different email.

Speaker speaker\_1: All right. What's a good email for you?

Speaker speaker\_2: Uh, Le- L-E-O-N-A C-R-O-U-S-E, leonacrouse@gmail.com.

Speaker speaker\_1: Gmail. Okay. And just to confirm, L-E-O-N-A C-R-O-U-S-E @gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so let's see here. So, what I'll go ahead and do, I'll put in the request for that statement of coverage to be sent out to you. Um, I'll send it to the person

that's responsible for sending those emails. Um, just give it about an hour or two before you receive that. Um, but the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: Info@... Let me... Okay. Now-

Speaker speaker\_1: Uh.

Speaker speaker\_2: ... you're gonna send one to me a- and could you send it to that payroll lady that I've been dealing with?

Speaker speaker\_1: Um, through what, The Reserves Network?

Speaker speaker\_2: Yeah. I have her email.

Speaker speaker\_1: Um, now honestly, we can only send it to you because that's technically a HIPAA violation, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, we can only send that-

Speaker speaker\_2: So, so you're sending it to me in a... You're sending it to me as an email, right?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: And then I could forward it to her?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. That, that would work.

Speaker speaker\_1: Okay. Um, I'm lik-

Speaker speaker\_2: She said something about, uh, you also include the group number.

Speaker speaker\_1: The group number? Yes, sir. So, everything that you were enrolled into, policy numbers, everything, should be included in that email that we'll be sending to you, the statement of coverage.

Speaker speaker\_2: 'Cause we have the dates. What she needs is the dates.

Speaker speaker\_1: Yes, sir. So we-

Speaker speaker\_2: It should be January 2022 through September 2023.

Speaker speaker\_1: Yes, sir. We see that, and then it shows that in my system right here, but...

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: But like I said-

Speaker speaker\_2: Well-

Speaker speaker\_1: Oh, go ahead. Okay, but like I said-

Speaker speaker\_2: Oh, go ahead.

Speaker speaker\_1: ... I'll go ahead and send the request to, for that statement of coverage to be ma- uh, emailed to you. Um, like I said, just give it about an hour or two before you receive it, okay?

Speaker speaker\_2: Oh, that's great. And what was your name again?

Speaker speaker\_1: My name is Justin.

Speaker speaker\_2: Justin. Okay, Justin. Well, thank you very much.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today, Gregory?

Speaker speaker\_2: No, that's... This will be great. I didn't think it would work out even. Thank you very much.

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

Speaker speaker\_2: All right. You too. Thank you.

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