

## 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? Justin, I got a question, man. I'm trying to get something. I'm getting pushback from folks. Um, I'm 1010 service Wagner. Um, I got insurance through them. Mm-hmm. I need this... Before, y'all sent me things from... I go see a hand specialist that my insurance provides to my email. I don't have it no more. I need to see if I can get that, 'cause- Yeah. ... I'm calling places, but they don't take... May-... Uh, Our Multiple Plans, that's the name of the place our... name of my insurance, or 90 Degree? Um, let me try pulling your file and seeing what you are currently enrolled into. So, Wagner Services. What's the last four of your Social? 2452. And your first and last name? Davy, Aaron. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Davy? Yeah. 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30662. Hold on, sir. Hold on one second. And your date of birth? 6/21/78. And a good telephone number have is 404-268-4989? Yes, Sir. And the email I have is lenoisaaaron41 at gmail? Yes, Sir. Okay, so let's see here. So your MEC standalone, which covers your preventative healthcare services, is through 90 Degree Benefits. You also have the VIP Pro, which covers your hospitals, doctors and medications. That's through American Public Life. All right, when I called them, what, what I need... They asked for the insurance name. What is the insurance name? American Public Life. American Public Life. Where you see that on the, this card then? Uh- All this in here, Wagner Staff and Our Multiple Plan, Medical Pack. Uh- Were you... Did you receive your Hospital Indemnity Card by any chance or no? Um, I just only got one card, man. Okay, let me email you- I do- ... that information, 'cause the Hospital Indemnity Card's the card that you're supposed to show that provider. Let me check. Hang on a minute, 'cause I got the same card. I got all the same cards in my wallet, man. Let's see, um... You see, I got, I got APL Care, Careton Covered A Vision Plan Group Dental Plan. I got the, the Covington, uh, Insurance Covered A Vision Group Volunteer Dental. Um. I got three of the same cards here. I got all Wagner Multi by... Our Multiple Plan. Um. Okay, um, so what I'll go ahead and do, I'll email you the correct medical ID card just so you have it. Uh, do you mind if I place you in a brief hold while I do that? Yeah, please. Hello, Davy, you still there? Yeah, I am on. Awesome. Thank you for holding. So I went ahead and emailed you the correct medical ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? See, man, I called two people. They said they didn't do it. They transferred me somewhere else. That's... TFYAL. That's tripping, man. Yeah, yeah, thanks. You said, um, ID, um, info, ID card? Yes, Sir. It's coming from info@benefitsandacard.com. All right, let me see. Yeah, that's what I got, APL card. Okay. I don't know what that stands for. So if you look, if you look closer, it should say hom- hospital indemnity or med plan. All right. Hold on, man, 'cause all I got is dent... Only ones I got is

dental, man. Group Volunteer Dental. Individual covered, uh, individual, vis... I can't say it right. I-N-D-I-V-I-D-U-A-L. Indemnity? Yeah. Okay, so that's your hospital indemnity. So that's your medical card. That's my medical card? Yeah, it should say hospital indemnity on it. No, this one says Volunteer Dental. It's a code word. Okay, so that's your dental ID card. So the one that I sent you is your correct medical ID card that says limited benefit med plan. Where does it show the name of the insurance is on there then? Uh, it should be in the top left-hand corner on the ID card, APL or American Public Life. Oh, shit. Hold on. I didn't know that. So why I got these other places cards? All right, man. I got you, man. Appreciate it. That's all I really needed, man. They, them... I done called y'all three times and they said they couldn't do this. I didn't understand why though. You're welcome. Thanks, man. I'm learning. Is there anything else I can assist you with today? No, man. Thanks, my bro. You're welcome. You have a great day, okay? Oh, you too. Bye bye. All right. 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: Justin, I got a question, man. I'm trying to get something. I'm getting pushback from folks. Um, I'm 1010 service Wagner. Um, I got insurance through them.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I need this... Before, y'all sent me things from... I go see a hand specialist that my insurance provides to my email. I don't have it no more. I need to see if I can get that, 'cause-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... I'm calling places, but they don't take... May-... Uh, Our Multiple Plans, that's the name of the place our... name of my insurance, or 90 Degree?

Speaker speaker\_0: Um, let me try pulling your file and seeing what you are currently enrolled into. So, Wagner Services. What's the last four of your Social?

Speaker speaker\_1: 2452.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Davy, Aaron.

Speaker speaker\_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Davy?

Speaker speaker\_1: Yeah. 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30662. Hold on, sir. Hold on one second.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 6/21/78.

Speaker speaker\_0: And a good telephone number have is 404-268-4989?

Speaker speaker\_1: Yes, Sir.

Speaker speaker\_0: And the email I have is lenoisaaron41 at gmail?

Speaker speaker\_1: Yes, Sir.

Speaker speaker\_0: Okay, so let's see here. So your MEC standalone, which covers your preventative healthcare services, is through 90 Degree Benefits. You also have the VIP Pro, which covers your hospitals, doctors and medications. That's through American Public Life.

Speaker speaker\_1: All right, when I called them, what, what I need... They asked for the insurance name. What is the insurance name?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: American Public Life. Where you see that on the, this card then?

Speaker speaker\_0: Uh-

Speaker speaker\_1: All this in here, Wagner Staff and Our Multiple Plan, Medical Pack. Uh-

Speaker speaker\_0: Were you... Did you receive your Hospital Indemnity Card by any chance or no?

Speaker speaker\_1: Um, I just only got one card, man.

Speaker speaker\_0: Okay, let me email you-

Speaker speaker\_1: I do-

Speaker speaker\_0: ... that information, 'cause the Hospital Indemnity Card's the card that you're supposed to show that provider.

Speaker speaker\_1: Let me check. Hang on a minute, 'cause I got the same card. I got all the same cards in my wallet, man. Let's see, um... You see, I got, I got APL Care, Careton Covered A Vision Plan Group Dental Plan. I got the, the Covington, uh, Insurance Covered A Vision Group Volunteer Dental. Um. I got three of the same cards here. I got all Wagner Multi by... Our Multiple Plan. Um.

Speaker speaker\_0: Okay, um, so what I'll go ahead and do, I'll email you the correct medical ID card just so you have it. Uh, do you mind if I place you in a brief hold while I do that?

Speaker speaker\_1: Yeah, please.

Speaker speaker\_0: Hello, Davy, you still there?

Speaker speaker\_1: Yeah, I am on.

Speaker speaker\_0: Awesome. Thank you for holding. So I went ahead and emailed you the correct medical ID card to the email we had on file. Email that you should be looking out for

will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_1: See, man, I called two people. They said they didn't do it. They transferred me somewhere else. That's... TFYAL. That's tripping, man. Yeah, yeah, thanks. You said, um, ID, um, info, ID card?

Speaker speaker\_0: Yes, Sir. It's coming from info@benefitsandacard.com.

Speaker speaker\_1: All right, let me see. Yeah, that's what I got, APL card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't know what that stands for.

Speaker speaker\_0: So if you look, if you look closer, it should say hom- hospital indemnity or med plan.

Speaker speaker\_1: All right. Hold on, man, 'cause all I got is dent... Only ones I got is dental, man. Group Volunteer Dental. Individual covered, uh, individual, vis... I can't say it right. I-N-D-I-V-I-D-U-A-L.

Speaker speaker\_0: Indemnity?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so that's your hospital indemnity. So that's your medical card.

Speaker speaker\_1: That's my medical card?

Speaker speaker\_0: Yeah, it should say hospital indemnity on it.

Speaker speaker\_1: No, this one says Volunteer Dental. It's a code word.

Speaker speaker\_0: Okay, so that's your dental ID card. So the one that I sent you is your correct medical ID card that says limited benefit med plan.

Speaker speaker\_1: Where does it show the name of the insurance is on there then?

Speaker speaker\_0: Uh, it should be in the top left-hand corner on the ID card, APL or American Public Life.

Speaker speaker\_1: Oh, shit. Hold on. I didn't know that. So why I got these other places cards? All right, man. I got you, man. Appreciate it. That's all I really needed, man. They, them... I done called y'all three times and they said they couldn't do this. I didn't understand why though.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Thanks, man. I'm learning.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, man. Thanks, my bro.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Oh, you too. Bye bye.

Speaker speaker\_0: All right. Bye.