

Transcript: Justin

Mills-5754239701172224-5331352003493888

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? Oh. Hi, Justin. Um, uh, my name is Chris. I work for the pro- a provider and we have a patient that may or may not have insurance with you, and I'm not sure... Um, Benefits and a Card, is that what it spells? Um, well, us at Benefits and a Card, we're just the plan administrators for health insurance- Mm-hmm. Oh. ... for staffing agencies. We're not the- Oh. ... actual insurance carrier. Oh. But, okay, this is... So it says VIP Standard, is that... Do you know if that's a carrier, an insurance carrier, do you know? Um, so that is a medical plan, um, but the insurance- Okay. ... carrier for that one is American Public Life. Do you have their number by any chance? Yes. Um- Okay. ... just let me know when you're ready. I am ready. Thank you. Okay. So their telephone number is 800-256-8606. 8-6-0... Oh, gosh. 8606, I got it. Thank you so much. I appreciate your help. You're welcome. You have a great day, okay? All right. You too. Bye-bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Oh. Hi, Justin. Um, uh, my name is Chris. I work for the pro- a provider and we have a patient that may or may not have insurance with you, and I'm not sure... Um, Benefits and a Card, is that what it spells?

Speaker speaker_1: Um, well, us at Benefits and a Card, we're just the plan administrators for health insurance-

Speaker speaker_2: Mm-hmm. Oh.

Speaker speaker_1: ... for staffing agencies. We're not the-

Speaker speaker_2: Oh.

Speaker speaker_1: ... actual insurance carrier.

Speaker speaker_2: Oh. But, okay, this is... So it says VIP Standard, is that... Do you know if that's a carrier, an insurance carrier, do you know?

Speaker speaker_1: Um, so that is a medical plan, um, but the insurance-

Speaker speaker_2: Okay.

Speaker speaker_1: ... carrier for that one is American Public Life.

Speaker speaker_2: Do you have their number by any chance?

Speaker speaker_1: Yes. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just let me know when you're ready.

Speaker speaker_2: I am ready. Thank you.

Speaker speaker_1: Okay. So their telephone number is 800-256-8606.

Speaker speaker_2: 8-6-0... Oh, gosh. 8606, I got it. Thank you so much. I appreciate your help.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. You too. Bye-bye.

Speaker speaker_1: Bye-bye.