

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Records. This is Justin. How can I help you today? Hi, Justin. This is Brianna. I w- I was calling because I have, um, insurance with you guys, and I just wanted to see where I would go from this point. I'm sorry. What was that again? I'm sorry. Give me one second. No worries. Okay, I'm sorry. Hi, Joshua. Um, this is Brianna. I was actually just giving you guys a call because I have, um, health insura- well, I have insurance with you guys, and so I just kind of wanted to, um, see what my- what company supports my insurance. So, like, what providers are in your location? Um, no, not necessarily. I had... I was making a appointment for, um, for he- uh, for one of my health reasons, and so she had asked me what exactly is my insurance covered by, um, because I told her there's a Carrier, you mean? Yeah, carrier. I'm, I'm guessing. I'm sorry. No worries. Um, what's that staffing agency you work for? Uh, BG Staffing. And the last four of your Social? It's, uh, 3679. And for security purposes, could you verify your home address, including city, state and zip code, Brianna? Uh, 5202 Perry Creek Drive, Houston, Texas, and then the zip code is 77004. And your date of birth? Uh, October 10... No, sorry, um, 10/21/03. And a good telephone number you have is 713-425-9595? Yes. That's the one. And the email I have is Brianna Marin 102103 at Gmail? Yes. Okay, so let's see here. Um, so the VIP Standard, which covers hospitals, doctors and medications, is through American Public Life. American Public Life. Okay. And by any chance, would you be able to let me know, um, what all insurance I have set up with you? I know I have, um, vision. I'm g- I believe I have health, and I'm not too sure if I have dental. Um, yeah, so the only thing I'm seeing is that VIP Standard plan, which is the medical, and then Vision for employee only, so coverage for yourself. So, I only have medical with you guys set up. Okay. Um, and I'm sorry, one more time, w- who was the carrier? Uh, American Public Life! And then your vision would be through MetLife. And then my vision would be through MetLife, correct? Did I hear that right? Correct. Correct. Okay. Okay. Well, thank you, Joshua. That's actually all, um, of my questions. You're welcome. You have a great day, Brianna, okay? Thank you. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Brianna. I w- I was calling because I have, um, insurance with you guys, and I just wanted to see where I would go from this point.

Speaker speaker_0: I'm sorry. What was that again?

Speaker speaker_1: I'm sorry. Give me one second.

Speaker speaker_0: No worries.

Speaker speaker_1: Okay, I'm sorry. Hi, Joshua. Um, this is Brianna. I was actually just giving you guys a call because I have, um, health insura- well, I have insurance with you guys, and so I just kind of wanted to, um, see what my- what company supports my insurance.

Speaker speaker_0: So, like, what providers are in your location?

Speaker speaker_1: Um, no, not necessarily. I had... I was making a appointment for, um, for he- uh, for one of my health reasons, and so she had asked me what exactly is my insurance covered by, um, because I told her there's a

Speaker speaker_2: Carrier, you mean?

Speaker speaker_1: Yeah, carrier. I'm, I'm guessing. I'm sorry.

Speaker speaker_0: No worries. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, BG Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: It's, uh, 3679.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Brianna?

Speaker speaker_1: Uh, 5202 Perry Creek Drive, Houston, Texas, and then the zip code is 77004.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, October 10... No, sorry, um, 10/21/03.

Speaker speaker_0: And a good telephone number you have is 713-425-9595?

Speaker speaker_1: Yes. That's the one.

Speaker speaker_0: And the email I have is Brianna Marin 102103 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Um, so the VIP Standard, which covers hospitals, doctors and medications, is through American Public Life.

Speaker speaker_1: American Public Life. Okay. And by any chance, would you be able to let me know, um, what all insurance I have set up with you? I know I have, um, vision. I'm g- I believe I have health, and I'm not too sure if I have dental.

Speaker speaker_0: Um, yeah, so the only thing I'm seeing is that VIP Standard plan, which is the medical, and then Vision for employee only, so coverage for yourself.

Speaker speaker_1: So, I only have medical with you guys set up. Okay. Um, and I'm sorry, one more time, w- who was the carrier?

Speaker speaker_0: Uh, American Public Life! And then your vision would be through MetLife.

Speaker speaker_1: And then my vision would be through MetLife, correct? Did I hear that right?

Speaker speaker_0: Correct. Correct.

Speaker speaker_1: Okay. Okay. Well, thank you, Joshua. That's actually all, um, of my questions.

Speaker speaker_0: You're welcome. You have a great day, Brianna, okay?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.