

## **Transcript: Justin**

**Mills-5891887218769920-6672120574328832**

### **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? Hey, Justin. Maybe you can help out here a little bit. I have a doctor's appointment tomorrow, and they sent me an email showing me a policy number, but I don't have a medical card. Um, yeah, let me see- So when I called my... When I called my physician, they were asking me who the insurance is actually through, and I don't know. Okay. Let me check on that. What's that staffing agency you work for? What's the staffing agency? American Staff Corp. Ama- American Staff Corp. American Staff Corp. And the last four of your Social? 5586. That's who works there. I'm listed on it as well. So which one do you want also? Let's see here. Troy? That's my partner. He's standing here. Okay. Is... Can he, uh, verify the home address, including city, state and zip code? Yeah. Can you just verify the home address? What do you need? Home address. Home address, 6071 South Overlook Trail in Springfield, Missouri, 65810. And your date of birth? 01/15/71. And a good telephone number I have for you is 916-709-3245. Yeah. And the email I have is rustintroy@Yahoo. What was that? Correct. Yeah. Okay. So let's see here. Okay. So looking at the calendar, it looks like you, looks like Troy became active in the coverage as of yesterday, the 28th. So he should be receiving physical ID cards early next week. Um, the information that you were sent via email was a policy number- Mm-hmm. ... to at least show that you did have coverage. Right. Um. Yes. But as of right now... It's 878. Yes. But as of right now, physical, um, emailed version of ID cards, those wouldn't be generated until Thursday or Friday of this week. Um, but since you've, you stated that you had an appointment today. Is that correct? No, I have an appointment tomorrow morning at 10:30. Mm-hmm. Okay, so tomorrow at 10:30. So what you can do, um, you could have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active", and provide eligibility, and just let them know we're waiting for the insurance carrier to generate policy numbers and group numbers. Okay. So if, if... So do they dial the 800-497-4856 number? Yes, sir. And what, what... Who do they speak to from there from that point on? Um, they can speak to any one of our customer service representatives. Um, we have notated your file. Or I will go ahead and notate the file, let them know that, "Hey, if providers call in, provide eligibility," so the next representative- Okay. Yeah. ... can do that. So, so what, Justin, what information does the doctor's office need in order to verify the eligibility when they call you? Um, so what they'll usually ask for is when the member became active, what the member's covered for. Um, honestly, that's pretty much it. Um, and then if they ask for policy numbers, we'll just let them know we're waiting for the carrier to generate that. Um, but regarding, like, personal information, I don't think they need to verify anything, um, other than a s- like a Social or a date of birth. Okay. So who, who is the medical provider though? Who is the plan through? Um, so the insurance carrier is American Public Life. American Public Life.

Yes. American Public Life. Yeah. Okay. 'Cause we weren't able to get that information at all either. So is that a part of the, um, Obamacare or the, whatever they call it? Um, the ACA compliant plan? Let me see. VIP Standard. What'd you call it? Called American Public Life. Yeah. I have their telephone number if, if need be. Sure. 'Cause I'm sure the m- the hospital's gonna want to know all this stuff. Totally understand. Um, so their telephone number is 800-Okay. ... 256-8606. Okay. And they're gonna want Troy's Social Security number and everything? Correct. We'll pull up the information, the file information, and the staffing agency he works for. Okay. Oh, this ought to be fun tomorrow. Okay. Mm-hmm. Mm-hmm. Okay. Um, so what I'll go ahead and do as well, did y'all receive a benefit guide from American Staff Corp by any chance or no? Nope. We were told it went into effective the day that he actually took employment, which is false. Yeah. Totally understand. Um, so what I'll go ahead and do, I'll email, uh, Troy a copy of the benefit guide to the email that we had on file. Um, emails that y'all should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay? Yes. I'm just m- more... We've had this appointment set up for about five months now, and I'm just... I don't want, I don't wanna wait another five months. I totally understand. Um, but yes, sir, as long as you provide them with our telephone number and have them reach out to us, uh, we can provide them eligibility. Mm-hmm. And just let them know, um, we're waiting for the insurance carrier to generate that policy numbers for you. Okay. Um, you are, like I said, you are currently active, so you do have coverage for that visit, um, if they did decide to submit claims. Yes. I will tell you, I've already been in contact with them this morning. They want a copy of the front and the back of the card. Okay. And they want the member and group number. Okay. Uh, so let's see. Now that information may be generated by tomorrow. I mean, we, you can call back and we can go ahead and see if that information is generated. Um, but usually it's generated by Thursday or Friday. That's the ID cards. Yes. All right. Okay. Well, is there anything else I could help y'all with today? Nope. Okay. Well, thank you for calling Benefits and a Card, and I hope y'all have a wonderful day. Okay? Yeah. We're off to a very good start, so- All right. Bye-bye. ... thanks.

## 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: Hey, Justin. Maybe you can help out here a little bit. I have a doctor's appointment tomorrow, and they sent me an email showing me a policy number, but I don't have a medical card.

Speaker speaker\_1: Um, yeah, let me see-

Speaker speaker\_2: So when I called my... When I called my physician, they were asking me who the insurance is actually through, and I don't know.

Speaker speaker\_1: Okay. Let me check on that. What's that staffing agency you work for?

Speaker speaker\_2: What's the staffing agency?

Speaker speaker\_3: American Staff Corp.

Speaker speaker\_2: Ama- American Staff Corp.

Speaker speaker\_1: American Staff Corp. And the last four of your Social?

Speaker speaker\_2: 5586. That's who works there. I'm listed on it as well. So which one do you want also?

Speaker speaker\_1: Let's see here. Troy?

Speaker speaker\_2: That's my partner. He's standing here.

Speaker speaker\_1: Okay. Is... Can he, uh, verify the home address, including city, state and zip code?

Speaker speaker\_2: Yeah. Can you just verify the home address?

Speaker speaker\_4: What do you need?

Speaker speaker\_2: Home address.

Speaker speaker\_4: Home address, 6071 South Overlook Trail in Springfield, Missouri, 65810.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_4: 01/15/71.

Speaker speaker\_1: And a good telephone number I have for you is 916-709-3245.

Speaker speaker\_4: Yeah.

Speaker speaker\_1: And the email I have is rustintroy@Yahoo.

Speaker speaker\_2: What was that? Correct.

Speaker speaker\_4: Yeah.

Speaker speaker\_1: Okay. So let's see here. Okay. So looking at the calendar, it looks like you, looks like Troy became active in the coverage as of yesterday, the 28th. So he should be receiving physical ID cards early next week. Um, the information that you were sent via email was a policy number-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... to at least show that you did have coverage.

Speaker speaker\_2: Right.

Speaker speaker\_1: Um.

Speaker speaker\_2: Yes.

Speaker speaker\_1: But as of right now...

Speaker speaker\_2: It's 878.

Speaker speaker\_1: Yes. But as of right now, physical, um, emailed version of ID cards, those wouldn't be generated until Thursday or Friday of this week. Um, but since you've, you stated that you had an appointment today. Is that correct?

Speaker speaker\_2: No, I have an appointment tomorrow morning at 10:30.

Speaker speaker\_4: Mm-hmm.

Speaker speaker\_1: Okay, so tomorrow at 10:30. So what you can do, um, you could have those providers call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active", and provide eligibility, and just let them know we're waiting for the insurance carrier to generate policy numbers and group numbers.

Speaker speaker\_2: Okay. So if, if... So do they dial the 800-497-4856 number?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: And what, what... Who do they speak to from there from that point on?

Speaker speaker\_1: Um, they can speak to any one of our customer service representatives. Um, we have notated your file. Or I will go ahead and notate the file, let them know that, "Hey, if providers call in, provide eligibility," so the next representative-

Speaker speaker\_2: Okay. Yeah.

Speaker speaker\_1: ... can do that.

Speaker speaker\_4: So, so what, Justin, what information does the doctor's office need in order to verify the eligibility when they call you?

Speaker speaker\_1: Um, so what they'll usually ask for is when the member became active, what the member's covered for. Um, honestly, that's pretty much it. Um, and then if they ask for policy numbers, we'll just let them know we're waiting for the carrier to generate that. Um, but regarding, like, personal information, I don't think they need to verify anything, um, other than a s- like a Social or a date of birth.

Speaker speaker\_4: Okay. So who, who is the medical provider though? Who is the plan through?

Speaker speaker\_1: Um, so the insurance carrier is American Public Life.

Speaker speaker\_4: American Public Life.

Speaker speaker\_1: Yes.

Speaker speaker\_4: American Public Life.

Speaker speaker\_1: Yeah.

Speaker speaker\_4: Okay. 'Cause we weren't able to get that information at all either. So is that a part of the, um, Obamacare or the, whatever they call it?

Speaker speaker\_1: Um, the ACA compliant plan? Let me see. VIP Standard. What'd you call it?

Speaker speaker\_2: Called American Public Life.

Speaker speaker\_1: Yeah. I have their telephone number if, if need be.

Speaker speaker\_2: Sure. 'Cause I'm sure the m- the hospital's gonna want to know all this stuff.

Speaker speaker\_1: Totally understand. Um, so their telephone number is 800-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 256-8606.

Speaker speaker\_2: Okay. And they're gonna want Troy's Social Security number and everything?

Speaker speaker\_1: Correct. We'll pull up the information, the file information, and the staffing agency he works for.

Speaker speaker\_2: Okay. Oh, this ought to be fun tomorrow. Okay.

Speaker speaker\_4: Mm-hmm.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Um, so what I'll go ahead and do as well, did y'all receive a benefit guide from American Staff Corp by any chance or no?

Speaker speaker\_2: Nope. We were told it went into effective the day that he actually took employment, which is false.

Speaker speaker\_4: Yeah.

Speaker speaker\_1: Totally understand. Um, so what I'll go ahead and do, I'll email, uh, Troy a copy of the benefit guide to the email that we had on file. Um, emails that y'all should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker\_2: Yes. I'm just m- more... We've had this appointment set up for about five months now, and I'm just... I don't want, I don't wanna wait another five months.

Speaker speaker\_1: I totally understand. Um, but yes, sir, as long as you provide them with our telephone number and have them reach out to us, uh, we can provide them eligibility.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And just let them know, um, we're waiting for the insurance carrier to generate that policy numbers for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, you are, like I said, you are currently active, so you do have coverage for that visit, um, if they did decide to submit claims.

Speaker speaker\_2: Yes. I will tell you, I've already been in contact with them this morning. They want a copy of the front and the back of the card.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And they want the member and group number.

Speaker speaker\_1: Okay. Uh, so let's see. Now that information may be generated by tomorrow. I mean, we, you can call back and we can go ahead and see if that information is generated. Um, but usually it's generated by Thursday or Friday. That's the ID cards.

Speaker speaker\_2: Yes. All right.

Speaker speaker\_1: Okay. Well, is there anything else I could help y'all with today?

Speaker speaker\_2: Nope.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits and a Card, and I hope y'all have a wonderful day. Okay?

Speaker speaker\_2: Yeah. We're off to a very good start, so-

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

Speaker speaker\_2: ... thanks.