

Transcript: Justin

Mills-5989704492597248-5652767797886976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Good morning, Justin. How you doing? I'm doing pretty well. And yourself? Okay. I've got, uh... I, I, I've got in- um... Damn, I can't even talk this morning. Okay. I don't have my m- my m- uh, health insurance card and I went and purchased some, um, prescrip- a prescription yesterday, and I didn't have my card. And I was wanting to know how the card look or what it has, what it says on it. 'Cause I have- Uh, yeah. Let me... Mm-hmm. Continue, I'm sorry. I've got, I've got... It says I got my dental and I got my vision, but I don't have the card that says for medical. Okay. Uh, I can probably see- And I've got a letter. ... if you- I've got a letter in, in the mail with my, um... It says a Health Insurance Marketplace, and I'm- I want to make sure this is my right, uh, ID number. But that's health ins- health ins- Uh, does it by any chance have American Public Life on that letter by any chance or no? Okay. Uh, the... I've got two dental, and it's got APL on it. It's, it's Care Nation, and then it has ID, uh, payer ID number on it. I would um... Okay. Um, well, here, I could possibly pull your file for you and email you a medical ID card, just so you have it. And then put in a request for a physical one to be mailed out to you. Um, what's that staffing agency you work for? PRC. And the last four of your social? 0084. And for security purposes, could you verify the mailing address, including city, state, and zip code? Okay. It's PO Box 711, Gaston... G-A-S-T-O-N, South Carolina, 29053. And confirm your date of birth. 09/24/1968. And I think that telephone number I have is 803-629-4104. Correct. And the email I have is MacL84@Yahoo?. Yes. Okay. Um, well, here. Do you mind if I place you on a brief hold while I email the ID card and put a new request for you, Lisa? Okay. Okay. Hello, Lisa. Are you still there? Yes, I'm still here. Awesome. Thanks for calling. So two things. Uh, first thing, I went ahead and emailed you your ID cards, the email we had on file. Um, the email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check the spam or check the junk folder. Okay? Um, secondly, I emailed the insurance carrier as well, and put in a request for a physical medical ID card to be mailed out to you, so you should receive that in seven to ten business days. Okay? Okay. Okay, I got- Okay. Okay. Well, is there anything else I can help you out with today, Lisa? Okay, I got the, I got the vision. Okay. And then I believe I added- I got- ... your medical ID card in there as well. Okay. No, I didn't get this. Okay, let me ask you something. I had paid for my prescription out of pocket. Can I get that... Can I get a reimbursement on that? Um, yes. So if you reach out to the insurance carrier, I do know that their telephone number is on that medical ID card. Um, just let them know that you, um, paid for a prescription out of pocket, but you didn't have your ID card. Just let them know, um, just have them resubmit the claim to the insurance carrier, and then I do know the insurance carrier will possibly reimburse for whatever you spent out of, out, out of pocket. Oh, okay. All

right. Is there anything else I can help you out with today, Lisa? Okay, that'll be it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. Okay? You too. Thank you. You're welcome. Bye-bye. Let me see what

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Good morning, Justin. How you doing?

Speaker speaker_1: I'm doing pretty well. And yourself?

Speaker speaker_2: Okay. I've got, uh... I, I, I've got in- um... Damn, I can't even talk this morning. Okay. I don't have my m- my m- uh, health insurance card and I went and purchased some, um, prescrip- a prescription yesterday, and I didn't have my card. And I was wanting to know how the card look or what it has, what it says on it. 'Cause I have-

Speaker speaker_1: Uh, yeah. Let me... Mm-hmm. Continue, I'm sorry.

Speaker speaker_2: I've got, I've got... It says I got my dental and I got my vision, but I don't have the card that says for medical.

Speaker speaker_1: Okay. Uh, I can probably see-

Speaker speaker_2: And I've got a letter.

Speaker speaker_1: ... if you-

Speaker speaker_2: I've got a letter in, in the mail with my, um... It says a Health Insurance Marketplace, and I'm- I want to make sure this is my right, uh, ID number. But that's health ins- health ins-

Speaker speaker_1: Uh, does it by any chance have American Public Life on that letter by any chance or no?

Speaker speaker_2: Okay. Uh, the... I've got two dental, and it's got APL on it. It's, it's Care Nation, and then it has ID, uh, payer ID number on it. I would um...

Speaker speaker_1: Okay. Um, well, here, I could possibly pull your file for you and email you a medical ID card, just so you have it. And then put in a request for a physical one to be mailed out to you. Um, what's that staffing agency you work for?

Speaker speaker_2: PRC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0084.

Speaker speaker_1: And for security purposes, could you verify the mailing address, including city, state, and zip code?

Speaker speaker_2: Okay. It's PO Box 711, Gaston... G-A-S-T-O-N, South Carolina, 29053.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 09/24/1968.

Speaker speaker_1: And I think that telephone number I have is 803-629-4104.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is MacL84@Yahoo?.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, well, here. Do you mind if I place you on a brief hold while I email the ID card and put a new request for you, Lisa?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Lisa. Are you still there?

Speaker speaker_2: Yes, I'm still here.

Speaker speaker_1: Awesome. Thanks for calling. So two things. Uh, first thing, I went ahead and emailed you your ID cards, the email we had on file. Um, the email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check the spam or check the junk folder. Okay? Um, secondly, I emailed the insurance carrier as well, and put in a request for a physical medical ID card to be mailed out to you, so you should receive that in seven to ten business days. Okay?

Speaker speaker_2: Okay. Okay, I got-

Speaker speaker_1: Okay. Okay. Well, is there anything else I can help you out with today, Lisa?

Speaker speaker_2: Okay, I got the, I got the vision.

Speaker speaker_1: Okay. And then I believe I added-

Speaker speaker_2: I got-

Speaker speaker_1: ... your medical ID card in there as well.

Speaker speaker_2: Okay. No, I didn't get this. Okay, let me ask you something. I had paid for my prescription out of pocket. Can I get that... Can I get a reimbursement on that?

Speaker speaker_1: Um, yes. So if you reach out to the insurance carrier, I do know that their telephone number is on that medical ID card. Um, just let them know that you, um, paid for a prescription out of pocket, but you didn't have your ID card. Just let them know, um, just have them resubmit the claim to the insurance carrier, and then I do know the insurance carrier will

possibly reimburse for whatever you spent out of, out, out of pocket.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_1: Is there anything else I can help you out with today, Lisa?

Speaker speaker_2: Okay, that'll be it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. Okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Let me see what