

## Transcript: Justin

**Mills-6065036966150144-5127985966006272**

### Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. This is Josh from up in town. Um, I'd actually called yesterday to see what coverage I had, because my hospital I was going to called me and said that my insurance didn't cover anything. And I was like, "Okay." So I just called yesterday to see what all it covered and what it didn't. Well, uh, the hospital called me this morning and said that as of yesterday, my insurance was inactive. So I'm just wanting to know if y'all killed it yesterday. If so, I'm gonna go ahead and drop it and go a different route. Yeah. Let me check on that for you. What's that staffing agency you work for? Integrity Trade Services. And the last four of your Social? 5020. And for security purposes, could you verify your home address, including city, state and zip code, Joshua? It's 782 Anne Trace, Madison, Indiana, 47250. And confirm your date of birth. 8-24-75. And a good telephone number have us 337-340-0490? Yes, sir. And the email has us outlawroute@gmail.com? Yes, sir. Okay, so looking at the calendar, it looks like you are currently active in the coverage for this week, so honestly don't know why they're saying that your coverage is inactive. Hmm. Because they- Um- ... they straight up told me yesterday, as of yesterday, it was inactive. Okay. Now are you going to be- Yesterday is whenever I called and tried to figure out what e- what all it covered. Yes, sir. So I do see where you did call yesterday, and you were advised of the coverage that you were enrolled into. However, um, now are you going to a hospital that's in network or out of network? Um, I guess it's in network, I guess. I mean, I- I don't know where the networks are. Okay. So let's see here. That honestly may be the reason why. Mm-hmm. 'Cause it's Norton here in, in Madison, Norton King's daughter whatever is going on. Okay. Um, so the only thing that I can think of right now is to have that hospital call us at Benefits on a Card, and we can advise them that you are currently active and provide eligibility of what you are currently enrolled into. 'Cause if they're saying that you're not showing up as active and we're showing that you are active, I mean, I don't know what else is going on. Okay. Yeah, 'cause when I called yesterday, the lady I talked to said that y'all only pay like \$400 a day for, you know, whatever, but, you know, not anything more or less what she said. And I was like, "Well, why the hell am I paying for insurance?" Yes, sir. So I, I do see that. And you do have that sort of coverage when I'm looking at the benefit guide under your medical plan. Um, so you do have coverage for a hospital visit, uh, or any specific services that you do go for the hospital. Um, but like I said, I would just have that hospital reach out to us at Benefits on a Card so we can inform them that you are currently active and provide what you are covered for. Okay. All right. Well, let me call her, and I'll give her just y'all's number and she can talk to y'all or talk to anybody, I guess. Okay. And I'll go ahead and notate your file for the next representative to know. Okay? All righty. Well, thank you, sir. You're welcome, Joshua. You have a great day, okay? All right. You too. All right. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. This is Josh from up in town. Um, I'd actually called yesterday to see what coverage I had, because my hospital I was going to called me and said that my insurance didn't cover anything. And I was like, "Okay." So I just called yesterday to see what all it covered and what it didn't. Well, uh, the hospital called me this morning and said that as of yesterday, my insurance was inactive. So I'm just wanting to know if y'all killed it yesterday. If so, I'm gonna go ahead and drop it and go a different route.

Speaker speaker\_0: Yeah. Let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: Integrity Trade Services.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 5020.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Joshua?

Speaker speaker\_1: It's 782 Anne Trace, Madison, Indiana, 47250.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 8-24-75.

Speaker speaker\_0: And a good telephone number have us 337-340-0490?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email has us outlawroute@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the calendar, it looks like you are currently active in the coverage for this week, so honestly don't know why they're saying that your coverage is inactive.

Speaker speaker\_1: Hmm. Because they-

Speaker speaker\_0: Um-

Speaker speaker\_1: ... they straight up told me yesterday, as of yesterday, it was inactive.

Speaker speaker\_0: Okay. Now are you going to be-

Speaker speaker\_1: Yesterday is whenever I called and tried to figure out what e- what all it covered.

Speaker speaker\_0: Yes, sir. So I do see where you did call yesterday, and you were advised of the coverage that you were enrolled into. However, um, now are you going to a hospital that's in network or out of network?

Speaker speaker\_1: Um, I guess it's in network, I guess. I mean, I- I don't know where the networks are.

Speaker speaker\_0: Okay. So let's see here. That honestly may be the reason why.

Speaker speaker\_1: Mm-hmm. 'Cause it's Norton here in, in Madison, Norton King's daughter whatever is going on.

Speaker speaker\_0: Okay. Um, so the only thing that I can think of right now is to have that hospital call us at Benefits on a Card, and we can advise them that you are currently active and provide eligibility of what you are currently enrolled into. 'Cause if they're saying that you're not showing up as active and we're showing that you are active, I mean, I don't know what else is going on.

Speaker speaker\_1: Okay. Yeah, 'cause when I called yesterday, the lady I talked to said that y'all only pay like \$400 a day for, you know, whatever, but, you know, not anything more or less what she said. And I was like, "Well, why the hell am I paying for insurance?"

Speaker speaker\_0: Yes, sir. So I, I do see that. And you do have that sort of coverage when I'm looking at the benefit guide under your medical plan. Um, so you do have coverage for a hospital visit, uh, or any specific services that you do go for the hospital. Um, but like I said, I would just have that hospital reach out to us at Benefits on a Card so we can inform them that you are currently active and provide what you are covered for.

Speaker speaker\_1: Okay. All right. Well, let me call her, and I'll give her just y'all's number and she can talk to y'all or talk to anybody, I guess.

Speaker speaker\_0: Okay. And I'll go ahead and notate your file for the next representative to know. Okay?

Speaker speaker\_1: All right. Well, thank you, sir.

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

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: Bye-bye.