

Transcript: Justin

Mills-6116448447938560-5880067675045888

Full Transcript

Thank you for calling Benefits in a Card, this is Justin. How can I help you today? Um, I had the... Hey, uh, we just got, I guess, transferred over to Benefits in a Card, and I'm gonna see the doctor today. Is there any way you can get my, um, group number and all that stuff? Because we haven't got- Uh. ... our cards yet. Yeah. Let me check on that. What's that staffing agency you work for? Uh, SST. Superior Skilled Trades, and the last four of your Social? Yes. Last four of the Social? Uh, 3968. Okay. And what was your first and last name? Uh, Luis, L-U-I-S. Last name is Padilla, P-A-D-I-L-L-A. Okay. And for security purposes, can you verify your home address, including city, state, and ZIP code, Luis? Sure. 113 Rooster Way, Gerald, Texas 76537. And confirm your date of birth. Oh, I'm sorry. January 16, 1953. And a good telephone number have is 512-779-2135? Yes, sir. And the email have is LPLP1024@gmail.com? Yes, sir. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of today. Um, so physical ID card should be received early next week. However, I do know that it does take the insurance carrier at least 72 hours to generate policy numbers. So unfortunately, that information- Oh, okay. ... wouldn't be generated by Thursday or Friday of this week. However, you stated- Oh, okay. ... you had an appointment today. Is that correct? Yes. Okay. So what you can do, you can still go to that appointment, um, just have those- Okay. ... providers call us at Benefits in 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 information." Okay, that's fine. That'll wo-... So this same number I called right here? Yes, sir. Okay. Okay. And, um, that's what the insurance name is, Benefits in a Card? Um, no, sir. So your... Um, so the insurance carrier, main insurance carrier is American Public Life. American Public Life. Okay. And the MEC part of it is different, separate from you guys, right? Um, yes. So there's the different insurance carriers, so the MEC for your preventative services would be covered through, um, 90 Degree Benefits. 90 Degree Benefits. I'm just starting this, so... No worries. Is there a phone number for them? Um, for 90 Degree Benefits, let's see. Yes. Um, 800-Mm-hmm. ... 833- 833... ... 4296. All right. Thank you very much for your help. I appreciate. You're welcome. Is there anything else I could help you out with today? Uh, no, that's it, and so the same thing will apply with my wife with the same group number and all that when we do get it 'cause she's Correct. Okay, fine. All right, thank you. You're welcome. You have a great day, okay? Good. You too. Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Justin. How can I help you today?

Speaker speaker_1: Um, I had the... Hey, uh, we just got, I guess, transferred over to Benefits in a Card, and I'm gonna see the doctor today. Is there any way you can get my, um, group number and all that stuff? Because we haven't got-

Speaker speaker_0: Uh.

Speaker speaker_1: ... our cards yet.

Speaker speaker_0: Yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Uh, SST.

Speaker speaker_0: Superior Skilled Trades, and the last four of your Social?

Speaker speaker_1: Yes.

Speaker speaker_0: Last four of the Social?

Speaker speaker_1: Uh, 3968.

Speaker speaker_0: Okay. And what was your first and last name?

Speaker speaker_1: Uh, Luis, L-U-I-S. Last name is Padilla, P-A-D-I-L-L-A.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state, and ZIP code, Luis?

Speaker speaker_1: Sure. 113 Rooster Way, Gerald, Texas 76537.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Oh, I'm sorry. January 16, 1953.

Speaker speaker_0: And a good telephone number have is 512-779-2135?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email have is LPLP1024@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of today. Um, so physical ID card should be received early next week. However, I do know that it does take the insurance carrier at least 72 hours to generate policy numbers. So unfortunately, that information-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... wouldn't be generated by Thursday or Friday of this week. However, you stated-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you had an appointment today. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So what you can do, you can still go to that appointment, um, just have those-

Speaker speaker_1: Okay.

Speaker speaker_0: ... providers call us at Benefits in 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 information."

Speaker speaker_1: Okay, that's fine. That'll wo-... So this same number I called right here?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay. And, um, that's what the insurance name is, Benefits in a Card?

Speaker speaker_0: Um, no, sir. So your... Um, so the insurance carrier, main insurance carrier is American Public Life.

Speaker speaker_1: American Public Life. Okay. And the MEC part of it is different, separate from you guys, right?

Speaker speaker_0: Um, yes. So there's the different insurance carriers, so the MEC for your preventative services would be covered through, um, 90 Degree Benefits.

Speaker speaker_1: 90 Degree Benefits. I'm just starting this, so...

Speaker speaker_0: No worries.

Speaker speaker_1: Is there a phone number for them?

Speaker speaker_0: Um, for 90 Degree Benefits, let's see. Yes. Um, 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 833-

Speaker speaker_1: 833...

Speaker speaker_0: ... 4296.

Speaker speaker_1: All right. Thank you very much for your help. I appreciate.

Speaker speaker_0: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_1: Uh, no, that's it, and so the same thing will apply with my wife with the same group number and all that when we do get it 'cause she's

Speaker speaker_3: Correct.

Speaker speaker_1: Okay, fine. All right, thank you.

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

Speaker speaker_1: Good. You too. Bye.

Speaker speaker_0: All right, bye-bye.