

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In a Card. This is Pamela speaking. How may I help you? Uh, yes. Um, I'm signed up for, um, dental and, um, uh, the, uh, visual insurance. Okay. Who do you work for, sir? Oxford. May I have the last four digits of your social? 0291. Your first and last name, sir? Vince Catanesa. All right, sir. Mr. Catanesa, for security reasons, we just want to make sure we are in the correct file. I need to verify your complete address and date of birth. Uh, 445 Key Street, Apopka, Florida. 32712, 11/18, um, 57. Thank you for the information. We have a phone number on file, 720-951-5717. Yeah. And your email is Vincent... No. Vince, vincecata at yahoo.com? Yeah. All right. And what is it that you need help with, sir? Well, uh, it's they started t- I need to, I need to use it, and they, they started taking it- Um- ... out of my, my pay, and- Okay. ... and it showed up on my check stub, but I don't have any, um, any kind of, uh, uh- ID? ... response from, in the email or anything like that, acknowledging that, that I'm signed up in it, but they are deducting it. Okay, so your benefits became effective on the 6th of June, um, sorry, January. So, you should be receiving your ID card sometime this week, next week, because it takes seven to ten business days to arrive. What I could do, I could email it to you, if they are available in the system for me. All right? Okay. Can you check? Sure. Just bear with me, all right? Thank you. And what, what do you guys call your- Hello, sir. Mr. Vincent? Yes. Thank you for holding. I went ahead and, um, emailed you the ID card. Um, check your spam and junk mail. It's coming from info@benefitsinacard. And then, um, you should be, you should be getting your physical card sometime this week or next week. All right, let me... I'm in front of my computer right now. I'm going to check. Yeah, take your time. No worries. Okay, so... So how does that, how does that work? Um, it says, it says for a list of dental prov- I gotta call an 800 number for the list of dental providers? Yes, sir. We do not have that information here. Is there an online way I can find it? Um, you have to go to APL, the, um, carrier. I'm not sure if they do have that option on- online. But that's your carrier. Go to where? It's APL, um, American Public Life, that's the name of your insurance. For the, um, your... Give me one second, let me double-check here. We have that option. That's the name of your carrier, American Public Life. They do have a website that is there shown on the ID card. Okay. But I'm not... It says there, "To locate a participating provider, you could call or visit that." Um, not sure if you're able to see that. It says ampublic.com. It's on your APL ID card, for your dental. Hello? Yeah, no, I'm looking at it now, um, okay. Um, I- I'll just, um, get the information and, uh, go from there. Okay. Is there an option to, to use other, um, providers? Well, you're clear as long as they take the insurance. Uh, they always, um, suggest to use the in-network, so that way you, you'll be able to be, get more coverage. Okay. All right, thank you. Okay. Thank you for giving us a call. Have a great rest of this day. All right. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits In a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes. Um, I'm signed up for, um, dental and, um, uh, the, uh, visual insurance.

Speaker speaker_1: Okay. Who do you work for, sir?

Speaker speaker_2: Oxford.

Speaker speaker_1: May I have the last four digits of your social?

Speaker speaker_2: 0291.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Vince Catanesa.

Speaker speaker_1: All right, sir. Mr. Catanesa, for security reasons, we just want to make sure we are in the correct file. I need to verify your complete address and date of birth.

Speaker speaker_2: Uh, 445 Key Street, Apopka, Florida. 32712, 11/18, um, 57.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 720-951-5717.

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is Vincent... No. Vince, vincecata at yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. And what is it that you need help with, sir?

Speaker speaker_2: Well, uh, it's they started t- I need to, I need to use it, and they, they started taking it-

Speaker speaker_1: Um-

Speaker speaker_2: ... out of my, my pay, and-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and it showed up on my check stub, but I don't have any, um, any kind of, uh, uh-

Speaker speaker_1: ID?

Speaker speaker_2: ... response from, in the email or anything like that, acknowledging that, that I'm signed up in it, but they are deducting it.

Speaker speaker_1: Okay, so your benefits became effective on the 6th of June, um, sorry, January. So, you should be receiving your ID card sometime this week, next week, because it takes seven to ten business days to arrive. What I could do, I could email it to you, if they are available in the system for me. All right?

Speaker speaker_2: Okay. Can you check?

Speaker speaker_1: Sure. Just bear with me, all right? Thank you.

Speaker speaker_2: And what, what do you guys call your-

Speaker speaker_1: Hello, sir. Mr. Vincent?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you for holding. I went ahead and, um, emailed you the ID card. Um, check your spam and junk mail. It's coming from info@benefitsinacard. And then, um, you should be, you should be getting your physical card sometime this week or next week.

Speaker speaker_2: All right, let me... I'm in front of my computer right now. I'm going to check.

Speaker speaker_1: Yeah, take your time. No worries.

Speaker speaker_3: Okay, so... So how does that, how does that work? Um, it says, it says for a list of dental prov- I gotta call an 800 number for the list of dental providers?

Speaker speaker_1: Yes, sir. We do not have that information here.

Speaker speaker_3: Is there an online way I can find it?

Speaker speaker_1: Um, you have to go to APL, the, um, carrier. I'm not sure if they do have that option on- online. But that's your carrier.

Speaker speaker_3: Go to where?

Speaker speaker_1: It's APL, um, American Public Life, that's the name of your insurance. For the, um, your... Give me one second, let me double-check here. We have that option. That's the name of your carrier, American Public Life. They do have a website that is there shown on the ID card.

Speaker speaker_3: Okay.

Speaker speaker_1: But I'm not... It says there, "To locate a participating provider, you could call or visit that." Um, not sure if you're able to see that. It says ampublic.com. It's on your APL ID card, for your dental. Hello?

Speaker speaker_3: Yeah, no, I'm looking at it now, um, okay. Um, I- I'll just, um, get the information and, uh, go from there.

Speaker speaker_1: Okay.

Speaker speaker_3: Is there an option to, to use other, um, providers?

Speaker speaker_1: Well, you're clear as long as they take the insurance. Uh, they always, um, suggest to use the in-network, so that way you, you'll be able to be, get more coverage.

Speaker speaker_3: Okay. All right, thank you.

Speaker speaker_1: Okay. Thank you for giving us a call. Have a great rest of this day.

Speaker speaker_3: All right. Bye.