

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? Hey, Pamela. Um, I just called you guys. So, we're having a little bit of an insurance problem. So, American Public Life, I just got off the phone with them, they're saying they need you guys to send over something saying I was eligible for that week for dental stuff. Did you receive a letter stating that? Um, the dentist just handed me like a giant bill and said that, it says, "We are awaiting information to confirm..." This is from American Public Life. "Eligibility from Benefits in a Card." Okay. So, pretty much that letter it's letting them, you know, like they are processing the, the form. Uh, I mean, sorry, the claim. Oh, okay. Uh, so it, they usually take about 30 days, um, af- by the time you, they receive the form and everything is processed. Um, but that's what the letter is about. Um... Okay. So I'll f30 days? Mm-hmm. All right. f Anything else this will do for you? Nope. Thank you so much. I'll go tell them. Thank you for f. Have a great rest of the day. You too. 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: Hey, Pamela. Um, I just called you guys. So, we're having a little bit of an insurance problem. So, American Public Life, I just got off the phone with them, they're saying they need you guys to send over something saying I was eligible for that week for dental stuff.

Speaker speaker_1: Did you receive a letter stating that?

Speaker speaker_2: Um, the dentist just handed me like a giant bill and said that, it says, "We are awaiting information to confirm..." This is from American Public Life. "Eligibility from Benefits in a Card."

Speaker speaker_1: Okay. So, pretty much that letter it's letting them, you know, like they are processing the, the form. Uh, I mean, sorry, the claim.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Uh, so it, they usually take about 30 days, um, af- by the time you, they receive the form and everything is processed. Um, but that's what the letter is about. Um...

Speaker speaker_2: Okay. So I'll *f* 30 days?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. *f*

Speaker speaker_1: Anything else this will do for you?

Speaker speaker_2: Nope. Thank you so much. I'll go tell them.

Speaker speaker_1: Thank you for *f*. Have a great rest of the day.

Speaker speaker_2: You too. Bye.