

Transcript: Pamela

Blanc-5387493176688640-5672051939917824

Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Uh, yeah, I was calling to, uh, see if I could get, uh, my benefits verified. I'm at the dental office, but it's for my wife. And who do you work for, sir? It's for Superior Skilled Trades. The last four digits of your Social? I'm sorry? The last four digits of your Social so I can pull up your file. Oh, yeah. 7313. Your first and last name? Ricardo Cervantes. Thank you. Mr. Cervantes, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yeah, it's 421 West 5th Street, Merced, California, 95341. And it is 8/3/84. Thank you for the information. We have a telephone number of 5209-756-8801, and your email is serv_99@yahoo.com. Yes. All right. Let me see. So your benefits just became effective today. Uh, let me see something here. Um, let me check. I don't think we're gonna have the ID card yet available, or- Yeah. Am I able to provide that? Yeah, 'cause when I spoke to the person earlier they- Go ahead, sir. Uh-huh. Okay, yeah. 'Cause when I spoke to the person earlier, they said that they'd be able just to verify it, I guess, because they said it would take- Okay. ... um, a few business days to get the bi- to get the cards in. Mm-hmm. Yeah. So let me, um, pull up the information to see if at least we have a policy number. If not, we can let the- Uh-huh, okay. ... them know, I guess, that benefits are active and where to submit the claim. Okay. Let me check if we have... Oh, there's... Yeah, it's not generated yet. So who, do you want me to provide you with the address where they can submit the claim or you want me to speak with the person there? Um, well, I, how would... You could have them- Let me ask her and give me one second. Mm-hmm. Okay, hold on. So they wanna know if they should give me the information and then give it to you guys to submit a claim, I guess? For it, but she can verify that they're active, they just don't... I guess since they're switching it over, they haven't created a policy number for it yet. Okay. So, it is, is, what is the name of, the current name of the insurance now that it's switched over to, or? Um, American Public Life. That's what it... Okay, I just spoke to somebody from that same place and they said that no, that there was no active benefit. Yeah, it's not showing That they couldn't even find my name or anything like that. Yeah, because it's, it's on our side. Oh, okay. Because they are the actual carrier but it hasn't, it hasn't generated on their end yet because it just became effective today. So- Oh, okay. I see. So American Public Life? Even if they submit the claim... Is that what you said, American Public Life? Yes. So when they, by the time they submit the claim, your information will be in the system. Okay. And does that, would I use that same name for the dental portion of it? 'Cause I'm at the dentist office. Yes, for your dental, your dental and your medical. Yeah, she said it'd be my dental and medical. She said the only reason, and she goes, that is the same company but I guess the other one is the actual, like, head company. But they don't have my information yet because they're doing the, the transitional starting today. So, so that's why they haven't, they can't verify a policy number but my benefits

are active. Yeah. Okay. What do you, what can you give me for them, I guess for them to submit the claim? I guess an address or something? The address I can provide you. Or can you, or is it able for you to fax them something maybe? Um, I don't, let me see because email them something, just bear with me. I could email it and in any case, I mean. Yeah, I could send them an email with the, with the address of the... For submitting the claim. Okay, let me get it. Do you have an email? She says she can email you the information for it. Okay, it's, uh, I got it here if you're ready for it. Go ahead. It's info, I-N-F-O, @idealdentalbuda... which is I-D-E-A-L, and dental, D-E-N-T-A-L, buda, B-U-D-A,.com. Okay. Buda or Buda? Working on the email. Tomorrow, by, by the end of the day or tomorrow, we should have an, um, policy number available if- Uh-huh. ... if you would like to call back. If anything. Okay. Yeah, I could give them a call tomorrow. I'll verify it with that person and... Mm-hmm. And also by Thursday- Yeah. ... Go ahead, Adam. Okay. All right. Yeah, it's just I had the appoin- well, the appointment was already scheduled. And then I didn't, I realized that they were switching over on the 5th and I was like, "Oh, man." Threw, threw everything through a loop. Okay, yes. Write your name so they know. First name is Ricardo Cervantes. All right, so it's coming in. Um, I'm gonna send it from my email so it will be easier for them to find it. It's pamela.blanc@benefitsandacard. Right? Okay. So the email will come from- And someone will wait on the line, um, to see if they receive it. Okay. What was your number? Pamela.blanc? Yes, sir. Pamela.blanc@um, I think benefitsandacard. Is that benefitsandacard, you said? Yes. Okay. Yeah. Sorry. Yeah, there was... She says that they probably won't have a policy number until tomorrow. Okay. And then my ID card information probably won't be available till Thursday or Friday. Okay. So we're just going to have to give them tonight. Yeah. And get that verified and everything. Okay. Sounds good. Is there anything else I can help you with, sir? Hello? We're just saying- Um, no, that'll be all. All right. No, yeah, that'll be all. Have a great rest of the day, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker_1: Uh, yeah, I was calling to, uh, see if I could get, uh, my benefits verified. I'm at the dental office, but it's for my wife.

Speaker speaker_0: And who do you work for, sir?

Speaker speaker_1: It's for Superior Skilled Trades.

Speaker speaker_0: The last four digits of your Social?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: The last four digits of your Social so I can pull up your file.

Speaker speaker_1: Oh, yeah. 7313.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Ricardo Cervantes.

Speaker speaker_0: Thank you. Mr. Cervantes, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Yeah, it's 421 West 5th Street, Merced, California, 95341. And it is 8/3/84.

Speaker speaker_0: Thank you for the information. We have a telephone number of 5209-756-8801, and your email is serv_99@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Let me see. So your benefits just became effective today. Uh, let me see something here. Um, let me check. I don't think we're gonna have the ID card yet available, or-

Speaker speaker_1: Yeah.

Speaker speaker_0: Am I able to provide that?

Speaker speaker_1: Yeah, 'cause when I spoke to the person earlier they-

Speaker speaker_0: Go ahead, sir.

Speaker speaker_1: Uh-huh. Okay, yeah. 'Cause when I spoke to the person earlier, they said that they'd be able just to verify it, I guess, because they said it would take-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um, a few business days to get the bi- to get the cards in.

Speaker speaker_0: Mm-hmm. Yeah. So let me, um, pull up the information to see if at least we have a policy number. If not, we can let the-

Speaker speaker_1: Uh-huh, okay.

Speaker speaker_0: ... them know, I guess, that benefits are active and where to submit the claim.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me check if we have... Oh, there's... Yeah, it's not generated yet. So who, do you want me to provide you with the address where they can submit the claim or you want me to speak with the person there?

Speaker speaker_1: Um, well, I, how would...

Speaker speaker_0: You could have them-

Speaker speaker_1: Let me ask her and give me one second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, hold on. So they wanna know if they should give me the information and then give it to you guys to submit a claim, I guess? For it, but she can verify

that they're active, they just don't... I guess since they're switching it over, they haven't created a policy number for it yet.

Speaker speaker_2: Okay.

Speaker speaker_1: So, it is, is, what is the name of, the current name of the insurance now that it's switched over to, or?

Speaker speaker_0: Um, American Public Life.

Speaker speaker_1: That's what it... Okay, I just spoke to somebody from that same place and they said that no, that there was no active benefit.

Speaker speaker_0: Yeah, it's not showing

Speaker speaker_1: That they couldn't even find my name or anything like that.

Speaker speaker_0: Yeah, because it's, it's on our side.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Because they are the actual carrier but it hasn't, it hasn't generated on their end yet because it just became effective today. So-

Speaker speaker_1: Oh, okay. I see. So American Public Life?

Speaker speaker_0: Even if they submit the claim...

Speaker speaker_1: Is that what you said, American Public Life?

Speaker speaker_0: Yes. So when they, by the time they submit the claim, your information will be in the system.

Speaker speaker_1: Okay. And does that, would I use that same name for the dental portion of it? 'Cause I'm at the dentist office.

Speaker speaker_0: Yes, for your dental, your dental and your medical.

Speaker speaker_1: Yeah, she said it'd be my dental and medical. She said the only reason, and she goes, that is the same company but I guess the other one is the actual, like, head company. But they don't have my information yet because they're doing the, the transitional starting today. So, so that's why they haven't, they can't verify a policy number but my benefits are active. Yeah. Okay. What do you, what can you give me for them, I guess for them to submit the claim? I guess an address or something?

Speaker speaker_0: The address I can provide you.

Speaker speaker_1: Or can you, or is it able for you to fax them something maybe?

Speaker speaker_0: Um, I don't, let me see because email them something, just bear with me. I could email it and in any case, I mean. Yeah, I could send them an email with the, with the address of the... For submitting the claim.

Speaker speaker_1: Okay, let me get it. Do you have an email? She says she can email you the information for it. Okay, it's, uh, I got it here if you're ready for it.

Speaker speaker_0: Go ahead.

Speaker speaker_1: It's info, I-N-F-O, @idealdentalbuda... which is I-D-E-A-L, and dental, D-E-N-T-A-L, buda, B-U-D-A,.com.

Speaker speaker_0: Okay.

Speaker speaker_1: Buda or Buda?

Speaker speaker_0: Working on the email. Tomorrow, by, by the end of the day or tomorrow, we should have an, um, policy number available if-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... if you would like to call back. If anything.

Speaker speaker_1: Okay. Yeah, I could give them a call tomorrow. I'll verify it with that person and...

Speaker speaker_0: Mm-hmm. And also by Thursday-

Speaker speaker_1: Yeah.

Speaker speaker_0: ...

Speaker speaker_3: Go ahead, Adam.

Speaker speaker_1: Okay. All right. Yeah, it's just I had the appoin- well, the appointment was already scheduled. And then I didn't, I realized that they were switching over on the 5th and I was like, "Oh, man." Threw, threw everything through a loop.

Speaker speaker_0: Okay, yes. Write your name so they know. First name is Ricardo Cervantes. All right, so it's coming in. Um, I'm gonna send it from my email so it will be easier for them to find it. It's pamela.blanc@benefitsandacard. Right?

Speaker speaker_1: Okay. So the email will come from-

Speaker speaker_0: And someone will wait on the line, um, to see if they receive it.

Speaker speaker_1: Okay. What was your number? Pamela.blanc?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Pamela.blanc@um, I think benefitsandacard. Is that benefitsandacard, you said?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Yeah. Sorry. Yeah, there was... She says that they probably won't have a policy number until tomorrow.

Speaker speaker_0: Okay.

Speaker speaker_1: And then my ID card information probably won't be available till Thursday or Friday.

Speaker speaker_3: Okay. So we're just going to have to give them tonight.

Speaker speaker_1: Yeah.

Speaker speaker_3: And get that verified and everything.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Is there anything else I can help you with, sir? Hello?

Speaker speaker_3: We're just saying-

Speaker speaker_1: Um, no, that'll be all.

Speaker speaker_0: All right.

Speaker speaker_1: No, yeah, that'll be all.

Speaker speaker_0: Have a great rest of the day, sir.