

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits 10 of Card. This is Pamela speaking. How may I help you? Hello. Um, this is Debbie with Ideal Option. Um, I was just calling just to verify benefits and eligibility. Okay. And by any chance you have the member's last four, last four digits of their Social? Yeah, let me look here. It is 9954. 8854? No, 99, 9954. 9954. And the first and last name? It's Kyle-Madison. Kyle. Can you spell the last name just to make sure I have it correctly? Yeah. It's M as in Mary, A as in Apple, D as in Delta, I, S as in Sam, O, N as in Nancy. I'm sorry. Okay. All right. And the date of birth? It's August 25th- Sorry. ... 1989. Thank you for the information. And your name, ma'am? It's Debbie, D-E-B-B-I-E. And what's the name- I'm with Ideal- ... of your company? It's Ideal Option. All right. So, um, the member benefits just became effective on Monday. Um- Okay. And this is for- Mm-hmm. ... medical or... Yeah, medical. Is this, is this a full medical insurance plan? No, ma'am. Or is it a supplemental? It's a indemnity plan. They already have a set amount that they're gonna pay for the procedure- ... and care. Okay. Is... Oh, okay. Is substance abuse a covered service? Um, let me check real quick on their benefit guide if we have av- um, available. 'Cause we're not- Okay. ... the actual carrier. Oh. We are the administrators, but if anything- Okay. ... I will go ahead and transfer you to the actual carrier and you'll be able to do much better. Who's... So, okay, so who's the actual carrier? America Public Life. Oh, okay. This is a phone number that they gave us. Yeah. And I- Okay. ... um, that's what they usually do, but, um, 'cause we could tell you if the benefits are active and, but we have a very- Okay. ... limited, um- Okay. ... benefit guide. So- Do you have the f... Okay, do you have the phone number- Sure. ... that we would have to call? It's 800- Mm-hmm. 800-256-8606. 8606. And you said you could transfer me over? Yes. Um- Okay. I don't see anything here about the, uh, rehabilitation or... no, I don't have that information. I will go ahead and transfer you, just bear with me. Okay. Okay, thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 of Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hello. Um, this is Debbie with Ideal Option. Um, I was just calling just to verify benefits and eligibility.

Speaker speaker\_0: Okay. And by any chance you have the member's last four, last four digits of their Social?

Speaker speaker\_1: Yeah, let me look here. It is 9954.

Speaker speaker\_0: 8854?

Speaker speaker\_1: No, 99, 9954.

Speaker speaker\_0: 9954. And the first and last name?

Speaker speaker\_1: It's Kyle-Madison.

Speaker speaker\_0: Kyle. Can you spell the last name just to make sure I have it correctly?

Speaker speaker\_1: Yeah. It's M as in Mary, A as in Apple, D as in Delta, I, S as in Sam, O, N as in Nancy.

Speaker speaker\_0: I'm sorry. Okay. All right. And the date of birth?

Speaker speaker\_1: It's August 25th-

Speaker speaker\_0: Sorry.

Speaker speaker\_1: ... 1989.

Speaker speaker\_0: Thank you for the information. And your name, ma'am?

Speaker speaker\_1: It's Debbie, D-E-B-B-I-E.

Speaker speaker\_0: And what's the name-

Speaker speaker\_1: I'm with Ideal-

Speaker speaker\_0: ... of your company?

Speaker speaker\_1: It's Ideal Option.

Speaker speaker\_0: All right. So, um, the member benefits just became effective on Monday. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: And this is for-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... medical or...

Speaker speaker\_1: Yeah, medical. Is this, is this a full medical insurance plan?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Or is it a supplemental?

Speaker speaker\_0: It's a indemnity plan. They already have a set amount that they're gonna pay for the procedure- ... and care.

Speaker speaker\_1: Okay. Is... Oh, okay. Is substance abuse a covered service?

Speaker speaker\_0: Um, let me check real quick on their benefit guide if we have av- um, available. 'Cause we're not-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the actual carrier.

Speaker speaker\_1: Oh.

Speaker speaker\_0: We are the administrators, but if anything-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I will go ahead and transfer you to the actual carrier and you'll be able to do much better.

Speaker speaker\_1: Who's... So, okay, so who's the actual carrier?

Speaker speaker\_0: America Public Life.

Speaker speaker\_1: Oh, okay. This is a phone number that they gave us.

Speaker speaker\_0: Yeah. And I-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, that's what they usually do, but, um, 'cause we could tell you if the benefits are active and, but we have a very-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... limited, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... benefit guide. So-

Speaker speaker\_1: Do you have the f... Okay, do you have the phone number-

Speaker speaker\_0: Sure.

Speaker speaker\_1: ... that we would have to call?

Speaker speaker\_0: It's 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: 800-256-8606.

Speaker speaker\_1: 8606. And you said you could transfer me over?

Speaker speaker\_0: Yes. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: I don't see anything here about the, uh, rehabilitation or... no, I don't have that information. I will go ahead and transfer you, just bear with me.

Speaker speaker\_1: Okay. Okay, thank you.