

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good af- good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name's Carly Brancato. And how can I assist you, Ms. Brancato? Um, I just signed up for insurance through my, uh, contracting company and I'm trying to figure out what it's called, and the group number and things like that, just so I can, uh, actually go to the doctor's. Okay. No worries, I can definitely assist you with that. What's the name of the staffing agency you work for? Oxford. And the last four digits of your social? Uh, zero... Wait, hold on. Sorry, I'll check. Mm-hmm. Um... It's 9057. All righty, and if you can verify your address and date of birth for me? Um, my date of birth is April 2nd, 1998. And then my address is 40 East Cherry Street, Rahway, New Jersey. All righty. And I have your phone number as 518-860-9740? Yes. Can I have your email address as carlybrancato@gmail.com? Yes. Right, so it looks like you just became active yesterday and you're in the Insure Plus Enhanced Plan. That company, that insurance carrier, is, um, American Public Life, it's APL. Wait, Am- American what? Public Life. Okay. Got it. And I'm gonna take a look to see if there's a virtual copy of your card ready. You should receive your m- your virtual copy, um, in the, in your email by the end of the week. And then you can always give your doctor's office our number and we can confirm coverage for you. Um, but let me see if- Okay. ... the card is ready. Okay, 'cause I was supposed to have an appointment today, but I might have to cancel that if I can't get the information. Okay, one second. Okay, so your virtual copy of your card is not ready. But, like I was saying, you can always give them our number and we can verify your coverage for you once you're at the doctor's office. Okay, um, what number would that be? Just the same number you called today. Okay, thank you so much. No problem, thank you for calling. You have a great day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good af- good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi, my name's Carly Brancato.

Speaker speaker_1: And how can I assist you, Ms. Brancato?

Speaker speaker_2: Um, I just signed up for insurance through my, uh, contracting company and I'm trying to figure out what it's called, and the group number and things like that, just so I

can, uh, actually go to the doctor's.

Speaker speaker_1: Okay. No worries, I can definitely assist you with that. What's the name of the staffing agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: Uh, zero... Wait, hold on. Sorry, I'll check.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um... It's 9057.

Speaker speaker_1: All righty, and if you can verify your address and date of birth for me?

Speaker speaker_2: Um, my date of birth is April 2nd, 1998. And then my address is 40 East Cherry Street, Rahway, New Jersey.

Speaker speaker_1: All righty. And I have your phone number as 518-860-9740?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as carlybrancato@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Right, so it looks like you just became active yesterday and you're in the Insure Plus Enhanced Plan. That company, that insurance carrier, is, um, American Public Life, it's APL.

Speaker speaker_2: Wait, Am- American what?

Speaker speaker_1: Public Life.

Speaker speaker_2: Okay. Got it.

Speaker speaker_1: And I'm gonna take a look to see if there's a virtual copy of your card ready. You should receive your m- your virtual copy, um, in the, in your email by the end of the week. And then you can always give your doctor's office our number and we can confirm coverage for you. Um, but let me see if-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the card is ready.

Speaker speaker_2: Okay, 'cause I was supposed to have an appointment today, but I might have to cancel that if I can't get the information.

Speaker speaker_1: Okay, one second. Okay, so your virtual copy of your card is not ready. But, like I was saying, you can always give them our number and we can verify your coverage for you once you're at the doctor's office.

Speaker speaker_2: Okay, um, what number would that be?

Speaker speaker_1: Just the same number you called today.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: No problem, thank you for calling. You have a great day.

Speaker speaker_2: You too. Bye.