

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with? My name is Jessica. And how can I assist you? Well, I'm calling because, um, I, uh, I work for a facility and then I had a time where I didn't work for them. But then I went back to work for them within, like, three months. And I was able to reinstate my coverage I had previously with Benefits in a Card. It was my dental benefits. And so, um, that, um, weekly fee was taken out of my check last week. So I was told it should become effect- in effect this week. And, um, I know it takes a little bit for the cards to get to us. And, um, but I'm needing to get into a dentist, uh, tomorrow. So I wanted to see if you could give me my ID number and the phone number for them to call to verify benefits? Um, so you can provide them with our phone number and we can verify coverage for you. Um, and as far as a ID number, th- because you just became active today, they're barely processing that, so there's not an ID number I can give you. Um, I can give you the name of the ... Could you put her in- ... institution. Since I had it before, I would think it's the same, isn't it? That's what I was told before. It would be the same ID. Let me take a look. What's the name of the staff agency? It's Oxford Global Resources. Oxford. Give me one moment. And the last four of your Social? 0704. And your name? Jessica Neese. And you said 0704? Yes. Says Oxford. But yeah, that's not, um, I'm not showing any, uh, coverage or an account. Give me one second. Let's see. Ox... 0704. Okay. Can you confirm your address and date of birth? It's 905 Teakwood Avenue, Yukon, Oklahoma 73099. Date of birth is 11/2/'79. Okay. May I have your phone number as 405-924-2870? Yes. Okay. Give me one moment. Okay. So yes, your coverage just became active today. And your, your information isn't showing up in the system for that plan yet. Well, I was told it would be the same ID I had before. And the person I originally called and talked to when I reinstated it, they, uh, gave me the ID number of my old card and I wrote it down, but I can't find it. Um, so there's no way you could find what my ID number was when I had coverage before? I mean, it should be... I know it's American Public Life and it's, um, the PPO plan with, uh, Harrington International. Um, I can try to reach out to the person you spoke to with previously, see if they were w- the way they found your information, 'cause I'm looking at American Public Life systems right now. And when I put in the last four of your Social, you don't come up. Um, if you want to just give me one moment, I place you on a wait hold and reach out to that agent. Yeah, but this is my full Social also. Well, with the APL system, we are not able to put in your full Social. It's just the last four. Oh. Okay. Should have been verified something else with your full Social, um, but as far as looking for your card, it's just the last four. Okay. Bear with me one moment. Thank you so much for holding, Ms. Neas. Mm-hmm. Um, so the agent that reinstated the coverage is actually out of the office today. Um, but from what she notated on your account, she explained to you that you had to have... that you... the reinstatement was for the exact same coverage. Um, it could have been that,

that she was talking about would be the same. Um, because as far as your, your actual policy, you're not pulling up in the system yet. Oh. But you can give your dental office our number and we'll be able to verify, um, that your coverage is active as, as of today, and the coverage details. And then if need be, we can transfer them over to the insurance carrier just so they can, um, possibly get, you know, more information from them. Or if you'd like, I can transfer you to the insurance carrier and see if you can get any other information from them. But as far as us, we're not... your information isn't pulling up in the system. Okay. Um, yeah, if you could transfer me to the insurance company, that'd be great. All right. No worries. Is there anything else I can assist you with? Not at this time. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker_1: My name is Jessica.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Well, I'm calling because, um, I, uh, I work for a facility and then I had a time where I didn't work for them. But then I went back to work for them within, like, three months. And I was able to reinstate my coverage I had previously with Benefits in a Card. It was my dental benefits. And so, um, that, um, weekly fee was taken out of my check last week. So I was told it should become effect- in effect this week. And, um, I know it takes a little bit for the cards to get to us. And, um, but I'm needing to get into a dentist, uh, tomorrow. So I wanted to see if you could give me my ID number and the phone number for them to call to verify benefits?

Speaker speaker_0: Um, so you can provide them with our phone number and we can verify coverage for you. Um, and as far as a ID number, th- because you just became active today, they're barely processing that, so there's not an ID number I can give you. Um, I can give you the name of the ...

Speaker speaker_1: Could you put her in-

Speaker speaker_0: ... institution.

Speaker speaker_1: Since I had it before, I would think it's the same, isn't it? That's what I was told before. It would be the same ID.

Speaker speaker_0: Let me take a look. What's the name of the staff agency?

Speaker speaker_1: It's Oxford Global Resources.

Speaker speaker_0: Oxford. Give me one moment. And the last four of your Social?

Speaker speaker_1: 0704.

Speaker speaker_0: And your name?

Speaker speaker_1: Jessica Neese.

Speaker speaker_0: And you said 0704?

Speaker speaker_1: Yes.

Speaker speaker_0: Says Oxford. But yeah, that's not, um, I'm not showing any, uh, coverage or an account. Give me one second. Let's see. Ox... 0704. Okay. Can you confirm your address and date of birth?

Speaker speaker_1: It's 905 Teakwood Avenue, Yukon, Oklahoma 73099. Date of birth is 11/2/'79.

Speaker speaker_0: Okay. May I have your phone number as 405-924-2870?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one moment. Okay. So yes, your coverage just became active today. And your, your information isn't showing up in the system for that plan yet.

Speaker speaker_1: Well, I was told it would be the same ID I had before. And the person I originally called and talked to when I reinstated it, they, uh, gave me the ID number of my old card and I wrote it down, but I can't find it. Um, so there's no way you could find what my ID number was when I had coverage before? I mean, it should be... I know it's American Public Life and it's, um, the PPO plan with, uh, Harrington International.

Speaker speaker_0: Um, I can try to reach out to the person you spoke to with previously, see if they were w- the way they found your information, 'cause I'm looking at American Public Life systems right now. And when I put in the last four of your Social, you don't come up. Um, if you want to just give me one moment, I place you on a wait hold and reach out to that agent.

Speaker speaker_1: Yeah, but this is my full Social also.

Speaker speaker_0: Well, with the APL system, we are not able to put in your full Social. It's just the last four.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Should have been verified something else with your full Social, um, but as far as looking for your card, it's just the last four.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment. Thank you so much for holding, Ms. Neas.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, so the agent that reinstated the coverage is actually out of the office today. Um, but from what she notated on your account, she explained to you that you had to have... that you... the reinstatement was for the exact same coverage. Um, it could have been that, that she was talking about would be the same. Um, because as far as your, your actual

policy, you're not pulling up in the system yet.

Speaker speaker_2: Oh.

Speaker speaker_0: But you can give your dental office our number and we'll be able to verify, um, that your coverage is active as, as of today, and the coverage details. And then if need be, we can transfer them over to the insurance carrier just so they can, um, possibly get, you know, more information from them. Or if you'd like, I can transfer you to the insurance carrier and see if you can get any other information from them. But as far as us, we're not... your information isn't pulling up in the system.

Speaker speaker_2: Okay. Um, yeah, if you could transfer me to the insurance company, that'd be great.

Speaker speaker_0: All right. No worries. Is there anything else I can assist you with?

Speaker speaker_2: Not at this time.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.