

Transcript: VICTORIA

Taylor-4555504410476544-6603170912976896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Uh, hi. Um, I received, uh, My Benefits in a Card, uh, in my email. Uh, but I guess what I'm looking for is the information that the facility is going to want, like the numbers that they're gonna want in order for me to make an appointment. Uh, such as a dental appointment. They're gonna ask for an insurance card number, which I didn't see in the My Benefits in a Card. Okay. Have you not gotten the ID cards? Not the physical card, no. I've gotten a... something in my email where I set up, uh, my profile and everything, but no, not the physical cards. Okay. Um, what's the name of the agency you work with? Crown. And the last four of your Social? 8618. And your first and last name? Brandon. Last name Patton. P-A-T-T-I-N. Okay. Do you mind verifying your address and date of birth? Sure. 4- 4600 Wilmington Pike. That's apartment 101. Uh, that's in Kettering, Ohio, 45440. Uh, birthdate is 4/14/76. And then phone number's 250-9109? Correct. Okay. And email is- And- ... BJP45... Or, I'm sorry, bjp475@hotmail.com. Uh, correct. Okay. And a quick question. If I were to receive those cards in the mail, uh, what, what would it be labeled as? Like, coming from where? Like, the company or the- Um, I would assume from the insurance... Yeah. I would assume it would be coming from the insurance company, um, American Public Life. Oh. Oh, okay. Okay. Um, I think I just received that, but I didn't open it. I think I just got that yesterday. Um, American Public Life? Yes. Okay. They're the insurance carrier for your medical and your dental. Now, the medical ID card is typically emailed to you. The only one you get by mail is dental. Oh. I, I think I did get two envelopes from APL yesterday. Um, uh, I didn't get anything for medical then, uh, in my email. I, I- Okay, I can- ... sent my account, but go ahead. Yeah. I can email both of your ID cards to you. Um, I think what you got, what you were setting up was the virtual care benefit. Okay. All right. Um- Yeah. Give me just a few seconds. Let me look up those ID cards, and I can email you copies. Okay. I'll be right back. All right. All righty. Thank you so much for holding. Mm-hmm. So I just sent the medical and dental ID card to your email. The medical? Yes, sir. The medical and the dental ID cards to your email. Oh, okay. All right. Well, thank you very much. You're welcome. You have a wonderful day. You too. Goodbye. 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 Victoria. How can I help you?

Speaker speaker_2: Uh, hi. Um, I received, uh, My Benefits in a Card, uh, in my email. Uh, but I guess what I'm looking for is the information that the facility is going to want, like the numbers that they're gonna want in order for me to make an appointment. Uh, such as a dental appointment. They're gonna ask for an insurance card number, which I didn't see in the My Benefits in a Card.

Speaker speaker_1: Okay. Have you not gotten the ID cards?

Speaker speaker_2: Not the physical card, no. I've gotten a... something in my email where I set up, uh, my profile and everything, but no, not the physical cards.

Speaker speaker_1: Okay. Um, what's the name of the agency you work with?

Speaker speaker_2: Crown.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8618.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brandon. Last name Patton. P-A-T-T-I-N.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. 4- 4600 Wilmington Pike. That's apartment 101. Uh, that's in Kettering, Ohio, 45440. Uh, birthdate is 4/14/76.

Speaker speaker_1: And then phone number's 250-9109?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And email is-

Speaker speaker_2: And-

Speaker speaker_1: ... BJP45... Or, I'm sorry, bjp475@hotmail.com.

Speaker speaker_2: Uh, correct.

Speaker speaker_1: Okay.

Speaker speaker_2: And a quick question. If I were to receive those cards in the mail, uh, what, what would it be labeled as? Like, coming from where? Like, the company or the-

Speaker speaker_1: Um, I would assume from the insurance... Yeah. I would assume it would be coming from the insurance company, um, American Public Life.

Speaker speaker_2: Oh. Oh, okay. Okay. Um, I think I just received that, but I didn't open it. I think I just got that yesterday. Um, American Public Life?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: They're the insurance carrier for your medical and your dental. Now, the medical ID card is typically emailed to you. The only one you get by mail is dental.

Speaker speaker_2: Oh. I, I think I did get two envelopes from APL yesterday. Um, uh, I didn't get anything for medical then, uh, in my email. I, I-

Speaker speaker_1: Okay, I can-

Speaker speaker_2: ... sent my account, but go ahead.

Speaker speaker_1: Yeah. I can email both of your ID cards to you. Um, I think what you got, what you were setting up was the virtual care benefit.

Speaker speaker_2: Okay. All right. Um-

Speaker speaker_1: Yeah. Give me just a few seconds. Let me look up those ID cards, and I can email you copies.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: All right.

Speaker speaker_1: All righty. Thank you so much for holding.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I just sent the medical and dental ID card to your email.

Speaker speaker_2: The medical?

Speaker speaker_1: Yes, sir. The medical and the dental ID cards to your email.

Speaker speaker_2: Oh, okay. All right. Well, thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Goodbye.

Speaker speaker_1: Bye.