

## Transcript: VICTORIA

**Taylor-4605301322727424-5696160738885632**

### Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hi, Victoria. Uh, my name is Jade. I had s-... Um, I have a medical claim and my insur- or the, um, lab is having a hard time locating my insurance. So, I was just wondering if you could help me get my member ID and things like that. Do you not have your ID card? I do have my ID card, but the problem is that it doesn't have a member ID on it and they're telling me that that's what I need. What's the name of the address... Or, I'm sorry, what's the name of the agency you work for? Creative Circle. And the last four of your Social? 5280. And your first and last name? Jade. J-A-D-E. Last name Vickery. V-I-C-K-E-R-Y. Do you mind verifying your address and date of birth? Date of birth is July 30th, 1993. My address is 1201 Warden Street, Apartment 32, Philadelphia, Pennsylvania 19147. Phone number is the same phone number you're calling from? Yes, ma'am. Okay. And then email is, uh, jade.vickery.reiter@gmail.com? Yep. Okay. Give me one second. So, you technically you have two different medical plans. Is this a preventative lab or non-preventative that you're having done? Um... That's a good question. I... Mm. Do you... These were... I'm gonna say preventative. And do you have both of your medical ID cards or do you just have one medical ID card? I have one. Okay. Is it the one that says, um, MultiPlan, Elixir, FreeRx? Yes. Okay. So, that ID card is specifically for your preventative care. Now, everything that they're gonna need is on this ID card. I don't see there's anything, uh, like a member ID, but ev-... They should be able to pull up this information. Um... Uh, let me see. Um... Okay. Yeah, I'm having a hard time with that, so- Now, if it's just not... Now, it could be coming back not covered because again, this is specifically for your preventative services. So, I'm gonna send you a copy of the, um, non-preventative services- Okay. ... to your email and see if that goes through. Okay. But I mean, even though we don't specifically have a member ID on this card, they should be able to submit a claim with everything that's listed on this ID card. Yeah. I did give them... I mean, the payer ID and the mailing address, but I'm, you know, having trouble with them. So, um, yeah, if you could email me my non-preventative services. Actually, this was for... Um, I mean, I did get some, I guess, general physical blood work done, but I did have, um, a swab done and that's the main of the charges. So, I'm guessing that that would not be considered preventative. Is... Can you give me... I'm looking on the, on the email, but, um, is there like a payer ID or anything? Or is it the same for that one or is it different? Um, let me pull it back up. It's... I mean, they're with two different, uh, medical insurance companies, so I'm sure the information's gonna be different on each. But like I said, everything that they would need is on this. Are you just providing the information to them over the phone or is there a way that you can send them an actual copy of your ID card? Um, I've been providing the information over the phone. Okay. But I can... I will... Yeah, that's... I can try to send them a copy of the ID card there. Yeah. I'm not... I've never really Now, I do see on the non-preventative ID card that

there actually is a medical ID card or a medical ID. It's just in very small lettering. I'm still working on that. Okay. Yeah. Give me a few seconds. I could help. Do you need your dental and vision ID cards as well or do you already have those? Um, no, that's fine. Just the medical. Okay. Okay. Just sent that to your email, so you should get it here in a few seconds. Okay. Just sorta, I haven't gotten it yet, just waiting. Um... You know what? I sent the email and the ID card is not even attached to it, so give me one second. Let me resend it. Okay. I appreciate that. Okay. And is that to the jadevickery.writer email? Yes. Mm-hmm. Okay. Just to make sure we got it spelled right, J-A-D-E V-I-C-K-E-R-Y.writer@gmail.com. Um, W-R-I-T-E-R? Yeah, W-R-I-T-E-R. Okay. Yes. Okay. Okay. At gmail. Perfect. Alrighty, and I am resending it now to you and it is attached. Everything is good. Goodness gracious. I don't know why it's not attaching. It's super weird. Hmm. Yeah, I still haven't seen, gotten the first one yet, so check my spam. Appreciate you staying on the line. I know... Uh, you know, just in case. Have you checked your junk and spam folders? Yeah. Yeah, I'm checking the spam. Hmm. Is there another email address that you wanna try? Yeah. Um, could we try, it's J-L-V as in Victor, I-C-K-E-R2013@gmail. Okay. So J-L-V-I-C-K-E-R2013@gmail. Yeah. Okay. Give me one second. All right. So that should have gone through. Hmm. Okay. Can you check the spam? Oh, okay. Oh, no. Okay. You still... Yeah. For some reason I'm, I haven't gotten it. Um, yeah, I'm not sure. I can just go ahead and give you the policy information on the ID card. Yeah. Um, so your non-preventative medical plan is through American Public Life. Um, let's see. Policy number is gonna be 0250.... three six- Mm-hmm. ... two three... two six. Uh, the medical ID number, it looks like that is gonna be D as in dog, four one... two zero... three two... three two. Um, and I don't know if they'll need a claims address, but if they do, I can give that to you. Um... Okay, yeah. Actually, if you could just because I'm gonna call them right back. Okay. Um, so they're gonna wanna attention it to IMA, Inc. And it's gonna be to PO Box... two one... seven zero four. That's in Eagan, E-A-G-A-N... MN... five five... one two one. Uh, the EDI payer ID they might need as well, which is six four... five five six. And that was attention to? Uh, I M as in Mary A. Inc. Okay. Um, awesome. Well, then thank you so much. I appreciate you, you know, going through all the info with me. Yeah, and you can also have them call us on your behalf and if there's anything that they might need, we can, you know, provide it to them over the phone, we can verify, you know, the coverage. Um, so that's an option as well. Yeah, that would be great. And that, um... Let me see, and that... Is, uh, just the 800-833-4296? Yes. Now we're not the actual insurance company, so if they have questions about the claim, they will have to speak to the insurance company directly. But if they just need your policy information and need to verify your coverage, we can do that for them. Okay, awesome. Um, great. Then yeah, I think that was all that I needed. All righty. Well, you have a wonderful day. You too. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. Uh, my name is Jade. I had s-... Um, I have a medical claim and my insur- or the, um, lab is having a hard time locating my insurance. So, I was just

wondering if you could help me get my member ID and things like that.

Speaker speaker\_0: Do you not have your ID card?

Speaker speaker\_1: I do have my ID card, but the problem is that it doesn't have a member ID on it and they're telling me that that's what I need.

Speaker speaker\_0: What's the name of the address... Or, I'm sorry, what's the name of the agency you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 5280.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jade. J-A-D-E. Last name Vickery. V-I-C-K-E-R-Y.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Date of birth is July 30th, 1993. My address is 1201 Warden Street, Apartment 32, Philadelphia, Pennsylvania 19147.

Speaker speaker\_0: Phone number is the same phone number you're calling from?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is, uh, jade.vickery.reiter@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Give me one second. So, you technically you have two different medical plans. Is this a preventative lab or non-preventative that you're having done?

Speaker speaker\_1: Um... That's a good question. I... Mm. Do you... These were... I'm gonna say preventative.

Speaker speaker\_0: And do you have both of your medical ID cards or do you just have one medical ID card?

Speaker speaker\_1: I have one.

Speaker speaker\_0: Okay. Is it the one that says, um, MultiPlan, Elixir, FreeRx?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, that ID card is specifically for your preventative care. Now, everything that they're gonna need is on this ID card. I don't see there's anything, uh, like a member ID, but ev-... They should be able to pull up this information. Um... Uh, let me see.

Speaker speaker\_1: Um... Okay. Yeah, I'm having a hard time with that, so-

Speaker speaker\_0: Now, if it's just not... Now, it could be coming back not covered because again, this is specifically for your preventative services. So, I'm gonna send you a copy of the, um, non-preventative services-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to your email and see if that goes through.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I mean, even though we don't specifically have a member ID on this card, they should be able to submit a claim with everything that's listed on this ID card.

Speaker speaker\_1: Yeah. I did give them... I mean, the payer ID and the mailing address, but I'm, you know, having trouble with them. So, um, yeah, if you could email me my non-preventative services. Actually, this was for... Um, I mean, I did get some, I guess, general physical blood work done, but I did have, um, a swab done and that's the main of the charges. So, I'm guessing that that would not be considered preventative. Is... Can you give me... I'm looking on the, on the email, but, um, is there like a payer ID or anything? Or is it the same for that one or is it different?

Speaker speaker\_0: Um, let me pull it back up. It's... I mean, they're with two different, uh, medical insurance companies, so I'm sure the information's gonna be different on each. But like I said, everything that they would need is on this. Are you just providing the information to them over the phone or is there a way that you can send them an actual copy of your ID card?

Speaker speaker\_1: Um, I've been providing the information over the phone.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But I can... I will... Yeah, that's... I can try to send them a copy of the ID card there. Yeah. I'm not... I've never really

Speaker speaker\_0: Now, I do see on the non-preventative ID card that there actually is a medical ID card or a medical ID. It's just in very small lettering. I'm still working on that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah. Give me a few seconds.

Speaker speaker\_1: I could help.

Speaker speaker\_0: Do you need your dental and vision ID cards as well or do you already have those?

Speaker speaker\_1: Um, no, that's fine. Just the medical.

Speaker speaker\_0: Okay. Okay. Just sent that to your email, so you should get it here in a few seconds.

Speaker speaker\_1: Okay. Just sorta, I haven't gotten it yet, just waiting. Um...

Speaker speaker\_0: You know what? I sent the email and the ID card is not even attached to it, so give me one second. Let me resend it.

Speaker speaker\_1: Okay. I appreciate that.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And is that to the jadevickery.writer email?

Speaker speaker\_0: Yes. Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Just to make sure we got it spelled right, J-A-D-E  
V-I-C-K-E-R-Y.writer@gmail.com.

Speaker speaker\_1: Um, W-R-I-T-E-R?

Speaker speaker\_0: Yeah, W-R-I-T-E-R.

Speaker speaker\_1: Okay. Yes. Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: At gmail. Perfect.

Speaker speaker\_0: Alrighty, and I am resending it now to you and it is attached. Everything is good.

Speaker speaker\_1: Goodness gracious.

Speaker speaker\_0: I don't know why it's not attaching. It's super weird.

Speaker speaker\_1: Hmm. Yeah, I still haven't seen, gotten the first one yet, so check my spam. Appreciate you staying on the line. I know... Uh, you know, just in case.

Speaker speaker\_0: Have you checked your junk and spam folders?

Speaker speaker\_1: Yeah. Yeah, I'm checking the spam. Hmm.

Speaker speaker\_0: Is there another email address that you wanna try?

Speaker speaker\_1: Yeah. Um, could we try, it's J-L-V as in Victor, I-C-K-E-R2013@gmail.

Speaker speaker\_0: Okay. So J-L-V-I-C-K-E-R2013@gmail.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Give me one second. All right. So that should have gone through.

Speaker speaker\_1: Hmm. Okay. Can you check the spam? Oh, okay. Oh, no. Okay. You still... Yeah. For some reason I'm, I haven't gotten it.

Speaker speaker\_0: Um, yeah, I'm not sure. I can just go ahead and give you the policy information on the ID card.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, so your non-preventative medical plan is through American Public Life. Um, let's see. Policy number is gonna be 0250.... three six-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... two three... two six. Uh, the medical ID number, it looks like that is gonna be D as in dog, four one... two zero... three two... three two. Um, and I don't know if they'll need a claims address, but if they do, I can give that to you.

Speaker speaker\_1: Um... Okay, yeah. Actually, if you could just because I'm gonna call them right back.

Speaker speaker\_0: Okay. Um, so they're gonna wanna attention it to IMA, Inc. And it's gonna be to PO Box... two one... seven zero four. That's in Eagan, E-A-G-A-N... MN... five five... one two one. Uh, the EDI payer ID they might need as well, which is six four... five five six.

Speaker speaker\_1: And that was attention to?

Speaker speaker\_0: Uh, I M as in Mary A. Inc.

Speaker speaker\_1: Okay. Um, awesome. Well, then thank you so much. I appreciate you, you know, going through all the info with me.

Speaker speaker\_0: Yeah, and you can also have them call us on your behalf and if there's anything that they might need, we can, you know, provide it to them over the phone, we can verify, you know, the coverage. Um, so that's an option as well.

Speaker speaker\_1: Yeah, that would be great. And that, um... Let me see, and that... Is, uh, just the 800-833-4296?

Speaker speaker\_0: Yes. Now we're not the actual insurance company, so if they have questions about the claim, they will have to speak to the insurance company directly. But if they just need your policy information and need to verify your coverage, we can do that for them.

Speaker speaker\_1: Okay, awesome. Um, great. Then yeah, I think that was all that I needed.

Speaker speaker\_0: All righty. Well, you have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.