

## **Transcript: VICTORIA**

**Taylor-4611017456795648-6683260525527040**

### **Full Transcript**

Your call may be monitored or recorded for quality insurance purposes. Um, le- le- let me get myself verified and then I'll hand you my, my phone. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Yes, um, I'm at the doctor's office now and they tried to look up my policy information, and it's not pulling up for my kids, so I wanted to verify myself and then hand you the phone to the, um, insurance people. Okay, um, what's the name of the agency you work for? Uh, MAU. And the last four of your social? 9728. Okay. Your first and last name? Charles Gibson, my date of birth is 12-13-89. My address is 105 Oakland Drive, Belton, Alabama 36303. Phone number is 334-618-4940? Yes. And then email is londondeor33- Londondeor3324@gmail. So I'm gonna pass the phone to the lady so you can speak with her. Okay, I- I'm sorry, before you do that, can you explain again what the issue is? My- my- my kids is not showing on my policy. Okay. And you're at a doctor's office? Yes. Okay. Hold on. Hello, this is Kayla. Hey, this is Victoria with Benefits on a Card, how can I help? Yes, ma'am, Victoria. Um, I was calling, well, but I was going to tell him that I don't know if he's got the wrong card and I called the wrong place for, um, eligibility for benefits for, um, the secondary. Um, but the policy that I had was not showing that Kayla was on, Kayla M. Gibson was on the policy. Okay. I have a- a couple questions. Okay. Is this for medical? It is. Yes, ma'am. Okay. And is it preventative or non-preventative? Do you know? Um... Um- The reason why I ask is because he has two different medical plans. One is for preventative care, which is through one carrier. And another is through non-preven- it is for his non-preventative carrier, which is through a different carrier. So, it looks like it's gonna be non... I think it's, it looks like it's gonna be, I mean, it's just an office visit, like a- a sick office visit, so it would be- Okay, I would assume that would be non-preventative. Non-preventative? So, um, yeah, so he does have a hospital indemnity plan for him and his children. And I do see- Okay. ... that Kayla Gibson is listed. Um, down here it says- What- ... that that coverage- What kind of coverage? Go ahead, sorry. Go ahead. I was just saying, that coverage just became active yesterday, so that could be- Okay. ... the issue. So, it was active 1/6? Yeah, it just became active yesterday. Okay. What's that policy number that you have? Give me one second, let me pull it up. No, we won't look. Are we going to tomorrow?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality insurance purposes.

Speaker speaker\_1: Um, le- le- let me get myself verified and then I'll hand you my, my phone.

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker\_1: Yes, um, I'm at the doctor's office now and they tried to look up my policy information, and it's not pulling up for my kids, so I wanted to verify myself and then hand you the phone to the, um, insurance people.

Speaker speaker\_0: Okay, um, what's the name of the agency you work for?

Speaker speaker\_1: Uh, MAU.

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

Speaker speaker\_1: 9728.

Speaker speaker\_0: Okay. Your first and last name?

Speaker speaker\_1: Charles Gibson, my date of birth is 12-13-89. My address is 105 Oakland Drive, Belton, Alabama 36303.

Speaker speaker\_0: Phone number is 334-618-4940?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is londondeor33-

Speaker speaker\_1: Londondeor3324@gmail. So I'm gonna pass the phone to the lady so you can speak with her.

Speaker speaker\_0: Okay, I- I'm sorry, before you do that, can you explain again what the issue is?

Speaker speaker\_1: My- my- my kids is not showing on my policy.

Speaker speaker\_0: Okay. And you're at a doctor's office?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hold on.

Speaker speaker\_2: Hello, this is Kayla.

Speaker speaker\_0: Hey, this is Victoria with Benefits on a Card, how can I help?

Speaker speaker\_2: Yes, ma'am, Victoria. Um, I was calling, well, but I was going to tell him that I don't know if he's got the wrong card and I called the wrong place for, um, eligibility for benefits for, um, the secondary. Um, but the policy that I had was not showing that Kayla was on, Kayla M. Gibson was on the policy.

Speaker speaker\_0: Okay. I have a- a couple questions.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Is this for medical?

Speaker speaker\_2: It is. Yes, ma'am.

Speaker speaker\_0: Okay. And is it preventative or non-preventative? Do you know?

Speaker speaker\_2: Um... Um-

Speaker speaker\_0: The reason why I ask is because he has two different medical plans. One is for preventative care, which is through one carrier. And another is through non-preven- it is for his non-preventative carrier, which is through a different carrier.

Speaker speaker\_2: So, it looks like it's gonna be non... I think it's, it looks like it's gonna be, I mean, it's just an office visit, like a- a sick office visit, so it would be-

Speaker speaker\_0: Okay, I would assume that would be non-preventative.

Speaker speaker\_2: Non-preventative?

Speaker speaker\_0: So, um, yeah, so he does have a hospital indemnity plan for him and his children. And I do see-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... that Kayla Gibson is listed. Um, down here it says-

Speaker speaker\_2: What-

Speaker speaker\_0: ... that that coverage-

Speaker speaker\_2: What kind of coverage? Go ahead, sorry. Go ahead.

Speaker speaker\_0: I was just saying, that coverage just became active yesterday, so that could be-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... the issue.

Speaker speaker\_2: So, it was active 1/6?

Speaker speaker\_0: Yeah, it just became active yesterday.

Speaker speaker\_2: Okay. What's that policy number that you have?

Speaker speaker\_0: Give me one second, let me pull it up.

Speaker speaker\_3: No, we won't look. Are we going to tomorrow?