

## Transcript: VICTORIA

Taylor-4978350528446464-5018635107090432

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 000 and Cars. This is Victoria. How can I help you? Hi there. Um, I'm just looking to get, like, my benefits number, card number. Okay. What's the name of the agency you work for? Um, Creative Circle. And the last four of your social? 5331. Okay. And, uh, what's your first and last name? Nathan Gravitelli. And then if you will verify your address and date of birth. Uh, 4-29-94 3700 South Plaza Drive, Santa Ana, California, apartment H104. Zip code is, uh, 90026? Yep. And then phone number is the same number you're calling from? Yeah. Okay. And then email is just gonna be first and last name at gmail.com? Yep. All right. Let me look up, um, online and see if we have access to your ID card and I can email that to you. Fantastic. I'll be right back. Thank you. All righty. Thank you so much for holding. So it looks like we're still waiting on the ID and policy information from the insurance carrier. Um, it typically takes us about 72 business hours of the coverage becoming active to have access to that, but we don't have it as of yet. So if you want to try and give us a call back tomorrow, we should be able to pull it then. Hello? Hey. Sorry, sorry. You were... I asked something, you didn't hear. Um, can you hear me now? Yes, I can hear you. Okay, great. Um, so just... That sounds good to me. I just have one quick question. Sure. Um, that if I had an appointment today, um, am I able to use the card I get tomorrow for this appointment today? Well, I mean, I see that your coverage is currently active for this week. Right. Now you can always have your provider call us directly and we can verify that you have coverage. The only issue is, is we don't have access to your policy information just yet. So it might- Okay. ... be something that you have to pay out of pocket for and then file a claim with the insurance carrier. Okay, cool. But they can... You said they can call you to verify? Yes. We can verify that you have active coverage. Okay, cool. What's the number that they should call? The same number you're calling me on now. Um, 800-497-4856. Mm-hmm. Mm-hmm. Okay, great. And who should they look, like look for to talk to? No one specific. Anyone who answers can help. Okay. So I'll just say y- you can call 800-497-4856 to verify insurance. Um, card number sh- details should be available within 72 hours, right? So it... Once... Typically how it works is once your coverage is active, it takes us at least 72 business hours to have access to it. As of right now, we don't have access to the ID cards because we're waiting on that from the insurance carrier. Now, tomorrow we should have access to it. Um, so you can tell your provider if they would like to verify coverage with us, they can call us because we're your administrators. We can verify the coverage and that it's active. Okay, cool. And then where... Y- y- you're based in California, you said? Like just PST meaning like tomorrow? We're not based in California. We're based in South Carolina, so it's gonna be Eastern Standard Time. Okay, Eastern. Okay, thank you. Okay, great. Uh, any other details you think I should pass on or know? Uh, not that I can think of. Do you have any other questions for me? No, that's it at this time.

Thank you so much. Um, w- will I... Well, actually, will I be getting a physical card too, as well as the emails with the card number? Um, so typically with this ID card, they only send it by email. That's fine. Um. Okay. I mean, I can put in a request if you'd like for it to be mailed to you. Uh, sh- is there a cost to it? No, there's no cost for that. Sure. I'll, I'll put in the request and, um, and thank you. Yeah, I appreciate both the email and, and the additional physical card. Okay. The email itself will be coming from the insurance carrier, American Public Life. So just keep an eye out for that. American Public Life? Mm-hmm. Okay. That's the insurance provider? Yes. Okay. American Public L- A- and is there any... Is there a certain policy, um, or any information with that? Are you asking about the name of the policy? Yeah, my name is Catherine. What's the name of the policy? Yeah, like through American Public Life. Like if there are any other details that it shows you. Um, like is it a certain policy with them or... Um, yeah. So the name of the insurance policy is Insure Plus Basics. Plus Basics. Ba-sics or Basic? Ba-sics. Okay. I'm gonna ask at the end. Okay, cool. Insure Plus Basics, American Public Life. Um, awesome. That sounds great. And again, I'll be... Yeah, I'll be looking out for the email from them and if I don't hear within 72 hours, I'll give you all a call back. Um, and also, yeah, y- you'll put in an additional request for this physical card. I think that's about it for today and just really appreciate your help. You're welcome. You have a wonderful day. You too. 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 000 and Cars. This is Victoria. How can I help you?

Speaker speaker\_2: Hi there. Um, I'm just looking to get, like, my benefits number, card number.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Um, Creative Circle.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 5331.

Speaker speaker\_1: Okay. And, uh, what's your first and last name?

Speaker speaker\_2: Nathan Gravitelli.

Speaker speaker\_1: And then if you will verify your address and date of birth.

Speaker speaker\_2: Uh, 4-29-94 3700 South Plaza Drive, Santa Ana, California, apartment H104.

Speaker speaker\_1: Zip code is, uh, 90026?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And then phone number is the same number you're calling from?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And then email is just gonna be first and last name at gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. Let me look up, um, online and see if we have access to your ID card and I can email that to you.

Speaker speaker\_2: Fantastic.

Speaker speaker\_1: I'll be right back.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All righty. Thank you so much for holding. So it looks like we're still waiting on the ID and policy information from the insurance carrier. Um, it typically takes us about 72 business hours of the coverage becoming active to have access to that, but we don't have it as of yet. So if you want to try and give us a call back tomorrow, we should be able to pull it then. Hello?

Speaker speaker\_2: Hey. Sorry, sorry. You were... I asked something, you didn't hear. Um, can you hear me now?

Speaker speaker\_1: Yes, I can hear you.

Speaker speaker\_2: Okay, great. Um, so just... That sounds good to me. I just have one quick question.

Speaker speaker\_1: Sure.

Speaker speaker\_2: Um, that if I had an appointment today, um, am I able to use the card I get tomorrow for this appointment today?

Speaker speaker\_1: Well, I mean, I see that your coverage is currently active for this week.

Speaker speaker\_2: Right.

Speaker speaker\_1: Now you can always have your provider call us directly and we can verify that you have coverage. The only issue is, is we don't have access to your policy information just yet. So it might-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... be something that you have to pay out of pocket for and then file a claim with the insurance carrier.

Speaker speaker\_2: Okay, cool. But they can... You said they can call you to verify?

Speaker speaker\_1: Yes. We can verify that you have active coverage.

Speaker speaker\_2: Okay, cool. What's the number that they should call?

Speaker speaker\_1: The same number you're calling me on now. Um, 800-497-4856.

Speaker speaker\_2: Mm-hmm. Mm-hmm. Okay, great. And who should they look, like look for to talk to?

Speaker speaker\_1: No one specific. Anyone who answers can help.

Speaker speaker\_2: Okay. So I'll just say y- you can call 800-497-4856 to verify insurance. Um, card number sh- details should be available within 72 hours, right?

Speaker speaker\_1: So it... Once... Typically how it works is once your coverage is active, it takes us at least 72 business hours to have access to it. As of right now, we don't have access to the ID cards because we're waiting on that from the insurance carrier. Now, tomorrow we should have access to it. Um, so you can tell your provider if they would like to verify coverage with us, they can call us because we're your administrators. We can verify the coverage and that it's active.

Speaker speaker\_2: Okay, cool. And then where... Y- y- you're based in California, you said? Like just PST meaning like tomorrow?

Speaker speaker\_1: We're not based in California. We're based in South Carolina, so it's gonna be Eastern Standard Time.

Speaker speaker\_2: Okay, Eastern. Okay, thank you. Okay, great. Uh, any other details you think I should pass on or know?

Speaker speaker\_1: Uh, not that I can think of. Do you have any other questions for me?

Speaker speaker\_2: No, that's it at this time. Thank you so much. Um, w- will I... Well, actually, will I be getting a physical card too, as well as the emails with the card number?

Speaker speaker\_1: Um, so typically with this ID card, they only send it by email.

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Um.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I mean, I can put in a request if you'd like for it to be mailed to you.

Speaker speaker\_2: Uh, sh- is there a cost to it?

Speaker speaker\_1: No, there's no cost for that.

Speaker speaker\_2: Sure. I'll, I'll put in the request and, um, and thank you. Yeah, I appreciate both the email and, and the additional physical card.

Speaker speaker\_1: Okay. The email itself will be coming from the insurance carrier, American Public Life. So just keep an eye out for that.

Speaker speaker\_2: American Public Life?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay. That's the insurance provider?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. American Public L- A- and is there any... Is there a certain policy, um, or any information with that?

Speaker speaker\_1: Are you asking about the name of the policy?

Speaker speaker\_3: Yeah, my name is Catherine. What's the name of the policy?

Speaker speaker\_2: Yeah, like through American Public Life. Like if there are any other details that it shows you. Um, like is it a certain policy with them or... Um, yeah.

Speaker speaker\_1: So the name of the insurance policy is Insure Plus Basics.

Speaker speaker\_2: Plus Basics. Ba-sics or Basic?

Speaker speaker\_1: Ba-sics.

Speaker speaker\_2: Okay. I'm gonna ask at the end. Okay, cool. Insure Plus Basics, American Public Life. Um, awesome. That sounds great. And again, I'll be... Yeah, I'll be looking out for the email from them and if I don't hear within 72 hours, I'll give you all a call back. Um, and also, yeah, y- you'll put in an additional request for this physical card. I think that's about it for today and just really appreciate your help.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too. Bye.