

Transcript: VICTORIA

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Full Transcript

Thank you for calling... on a card. This is Victoria. How can I help you? Um, hi. I was just calling to ask a couple questions. Um, am I supposed to get like a, like an insurance card in the mail or something? It really depends on- It really depends on... ends. Yeah, so it depends on the plans that you're enrolled into. Um, so it looks like depending on the medical plan that you choose, it'll either be emailed to you, um, or it'll be sent out by mail. Uh, either way, it's, they're not sent until the coverage is actually active, which takes about seven to 10 business days to get. Oh, uh, is my, is my dental insurance active? Is there a way you can check that? I'll have to pull up your file. Sure. What's the, uh, name of the agency you work for? Uh, WorkSource. WorkSource. Okay, and the last four of your Social? 6680. And your first and last name? Wesley Dugas, D-u-g-a-s. Do you mind verifying your address and date of birth? It's, um, 7708 Bartch Avenue and then, um, my birthday's 8/14/1994. For the address, it's in Fort Smith, um, Arkansas 72908? Yes. Phone number is sev- uh, I'm sorry, 479-806-1701? Yes, ma'am. And then email is first initial, last name, 1994 at gmail? Yes. Okay. So let's see. Give me one second. Okay, so I do see just two different things. I see a current enrollment where you have dental, term life, vision, group accident, the MEC standalone, and behavioral health, and that just became active on, last month... Well, actually, that just became active today. Um, now I do see you're pending for another enrollment where it looks like you just added the VIP standard on, so that's still pending. Um- Okay. ... anytime you make like a change, uh, to the enrollment, it... Any type of enrollment basically takes about one to two weeks to be processed through payroll. Um, so currently, your ID cards are being made. Um, it typically takes us at least 72 business hours of the coverage being active to have access to those ID cards. So if you want to call back Thursday or Friday, we should be able to download digital copies and email them to you. Um, but regardless, you'll be sent the, uh, medical, the MEC standalone, the dental, and the vision by mail within seven to 10 business days, and then once the VIP plan becomes active, that's the ID card that is emailed to you. Okay. I, I was just asking because I have a dental appointment today. Um, is, is there a way that they can access that information without having the ID card? Um, I mean, they can call us to verify that you have coverage. The only thing is, is we... Your policy information is literally being made, so we won't have access to the policy numbers at this time. Um, now it might be something that you have to pay out of pocket for and then you can later submit a, uh, claim with the insurance company because your coverage is currently active. Well, okay. Um, would, would they, uh, would, would they reimburse me for that payment or, or is that... Or am I just out of luck there? Yeah, if it's something that your dental plan covers, that's why I'm saying you might have to pay out of pocket for the appointment and then submit a claim with the insurance company. Okay. Um, how, how would I, how would I go about doing that? Um, so the name of the insurance that you have for dental is American Public Life, and you would

just call them. I'm not sure how their claim processes works, um, but they could instruct you further on that. Um, let me give you their phone number. All right. Just let me know when you're ready. Uh, I'm ready. Phone number is 800-256-8606. And what's the name again? American Public Life. All right. Thank you so much. You're welcome. And like I said, you can also have your dental office call us and we can verify that you are enrolled into dental coverage and it is currently active. Okay. All right. And I just call the same number I called here, right? Yep, you could just have your provider's office call this same number and we can speak with them. All right. Thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling... on a card. This is Victoria. How can I help you?

Speaker speaker_1: Um, hi. I was just calling to ask a couple questions. Um, am I supposed to get like a, like an insurance card in the mail or something? It really depends on-

Speaker speaker_0: It really depends on... ends. Yeah, so it depends on the plans that you're enrolled into. Um, so it looks like depending on the medical plan that you choose, it'll either be emailed to you, um, or it'll be sent out by mail. Uh, either way, it's, they're not sent until the coverage is actually active, which takes about seven to 10 business days to get.

Speaker speaker_1: Oh, uh, is my, is my dental insurance active? Is there a way you can check that?

Speaker speaker_0: I'll have to pull up your file. Sure. What's the, uh, name of the agency you work for?

Speaker speaker_1: Uh, WorkSource.

Speaker speaker_0: WorkSource. Okay, and the last four of your Social?

Speaker speaker_1: 6680.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Wesley Dugas, D-u-g-a-s.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: It's, um, 7708 Bartch Avenue and then, um, my birthday's 8/14/1994.

Speaker speaker_0: For the address, it's in Fort Smith, um, Arkansas 72908?

Speaker speaker_1: Yes.

Speaker speaker_0: Phone number is sev- uh, I'm sorry, 479-806-1701?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is first initial, last name, 1994 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let's see. Give me one second. Okay, so I do see just two different things. I see a current enrollment where you have dental, term life, vision, group accident, the MEC standalone, and behavioral health, and that just became active on, last month... Well, actually, that just became active today. Um, now I do see you're pending for another enrollment where it looks like you just added the VIP standard on, so that's still pending. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... anytime you make like a change, uh, to the enrollment, it... Any type of enrollment basically takes about one to two weeks to be processed through payroll. Um, so currently, your ID cards are being made. Um, it typically takes us at least 72 business hours of the coverage being active to have access to those ID cards. So if you want to call back Thursday or Friday, we should be able to download digital copies and email them to you. Um, but regardless, you'll be sent the, uh, medical, the MEC standalone, the dental, and the vision by mail within seven to 10 business days, and then once the VIP plan becomes active, that's the ID card that is emailed to you.

Speaker speaker_1: Okay. I, I was just asking because I have a dental appointment today. Um, is, is there a way that they can access that information without having the ID card?

Speaker speaker_0: Um, I mean, they can call us to verify that you have coverage. The only thing is, is we... Your policy information is literally being made, so we won't have access to the policy numbers at this time. Um, now it might be something that you have to pay out of pocket for and then you can later submit a, uh, claim with the insurance company because your coverage is currently active.

Speaker speaker_1: Well, okay. Um, would, would they, uh, would, would they reimburse me for that payment or, or is that... Or am I just out of luck there?

Speaker speaker_0: Yeah, if it's something that your dental plan covers, that's why I'm saying you might have to pay out of pocket for the appointment and then submit a claim with the insurance company.

Speaker speaker_1: Okay. Um, how, how would I, how would I go about doing that?

Speaker speaker_0: Um, so the name of the insurance that you have for dental is American Public Life, and you would just call them. I'm not sure how their claim processes works, um, but they could instruct you further on that. Um, let me give you their phone number.

Speaker speaker_1: All right.

Speaker speaker_0: Just let me know when you're ready.

Speaker speaker_1: Uh, I'm ready.

Speaker speaker_0: Phone number is 800-256-8606.

Speaker speaker_1: And what's the name again?

Speaker speaker_0: American Public Life.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. And like I said, you can also have your dental office call us and we can verify that you are enrolled into dental coverage and it is currently active.

Speaker speaker_1: Okay. All right. And I just call the same number I called here, right?

Speaker speaker_0: Yep, you could just have your provider's office call this same number and we can speak with them.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.