

Transcript: VICTORIA

Taylor-5310435547594752-6296917930328064

Full Transcript

Thank you for calling Benefits in a Car, this is Victoria. How can I help you? Hi, this is Candy Waun, and I'm needing a copy of my insurance card. Okay. Uh, what's the name of the agency you work for? Um, Rustin's. Hmm. Is that the name of the staffing agency? Oh... It's probably Johnson Controls. Uh, let's see. I don't see Johnson Controls as, as the staffing agency. Um- Uh, well, I'm working through DTC. Okay, that would be it. Uh, let's see. And the last four of your Social? Uh, 4-8-3-8. And, I'm sorry, your first and last name again? Candy, C-A-N-D-Y W-A-U-N. All right, and then if you will verify your address and date of birth. Uh, 1022 East Seventh Street, Altamont, Kansas and 8-18-74. Phone number is 620-778-8035? That's right. All right, and then email is gonna be firstandlastname@gmail.com. Yep. Okay. And are you just needing your medical? Did you get the dental? Uh, I've gotta get my daughter's birth control replaced. Okay. Um, but have you received any of the ID cards as of yet? No. No, okay. I will just look up your dental and your medical and I can email those to you. Perfect. And it covers birth control, right? The next thing on- Now, that you might- That, you might wanna verify with the actual insurance company. Um, the medical plan that you have is a hospital indemnity plan, so I don't see that it has any preventative services that are covered under that plan. Hmm, nice. Um, now the medications that come with this plan, it's through PharmaVail, so you could reach out to PharmaVail and see, um, if they'll cover that. But you also might wanna reach out to American Public Life, which is the insurance carrier for your medical. Okay. Okay, very good. Uh, give me just a few seconds, let me look those up and I will be right back. Okay. All righty, thank you so much for holding. So I just sent those ID cards to your email. Perfect. Thank you so much. You're welcome. Do you need help with anything else? I think that's it. All righty. You have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car, this is Victoria. How can I help you?

Speaker speaker_1: Hi, this is Candy Waun, and I'm needing a copy of my insurance card.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Um, Rustin's.

Speaker speaker_0: Hmm. Is that the name of the staffing agency? Oh...

Speaker speaker_1: It's probably Johnson Controls.

Speaker speaker_0: Uh, let's see. I don't see Johnson Controls as, as the staffing agency. Um-

Speaker speaker_1: Uh, well, I'm working through DTC.

Speaker speaker_0: Okay, that would be it. Uh, let's see. And the last four of your Social?

Speaker speaker_1: Uh, 4-8-3-8.

Speaker speaker_0: And, I'm sorry, your first and last name again?

Speaker speaker_1: Candy, C-A-N-D-Y W-A-U-N.

Speaker speaker_0: All right, and then if you will verify your address and date of birth.

Speaker speaker_1: Uh, 1022 East Seventh Street, Altamont, Kansas and 8-18-74.

Speaker speaker_0: Phone number is 620-778-8035?

Speaker speaker_1: That's right.

Speaker speaker_0: All right, and then email is gonna be firstandlastname@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And are you just needing your medical? Did you get the dental?

Speaker speaker_1: Uh, I've gotta get my daughter's birth control replaced.

Speaker speaker_0: Okay. Um, but have you received any of the ID cards as of yet?

Speaker speaker_1: No.

Speaker speaker_0: No, okay. I will just look up your dental and your medical and I can email those to you.

Speaker speaker_1: Perfect. And it covers birth control, right? The next thing on-

Speaker speaker_0: Now, that you might- That, you might wanna verify with the actual insurance company. Um, the medical plan that you have is a hospital indemnity plan, so I don't see that it has any preventative services that are covered under that plan.

Speaker speaker_1: Hmm, nice.

Speaker speaker_0: Um, now the medications that come with this plan, it's through PharmaVail, so you could reach out to PharmaVail and see, um, if they'll cover that. But you also might wanna reach out to American Public Life, which is the insurance carrier for your medical.

Speaker speaker_1: Okay. Okay, very good.

Speaker speaker_0: Uh, give me just a few seconds, let me look those up and I will be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty, thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker_1: Perfect. Thank you so much.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: I think that's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.