

Transcript: VICTORIA

Taylor-5496171960680448-6743691382702080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Ken Taylor. I have, I have the, uh, Benefits on a Card plan, and I've never submitted anything before, and I'm trying to figure out how to submit it for repayment. Okay. Um, what's the name of the agency you work for? Uh, Harriott International. Or actually, no, Oxford. Sorry. Okay. Ox- And the last four of your social? 0434. And your first and last name? Ken Taylor. Or Kes Taylor. Okay. Do you mind verifying your address and date of birth? Hmm. Address is 182 Switchback Hill Road, uh, Newark, Texas 76071. And my birthday is April 21st, 1965. And then phone number 331-454-8176? That's me. Okay. And then I have email is K-E-N-T-A-G-O-U-S at gmail.com. Correct. Correct. Okay. And this is for medical, dental or vision? Um, pharmacy and medical. Okay. Um, so for medical you would wanna reach out to American Public Life, and I can provide you with their phone number. Okay. It's gonna be 800-256- Okay. ...8606. Okay. And for pharmaceutical? That would be- What's it called? ... with Pharmaville. What is it called? Pharmaville. P-H-A-R-M-A-V-I-L-L-E? So P-H-A-R-M-A-V-A-I-L-E. Okay. Phone number is 800-933- Uh-huh. ...3734. Okay. So I gotta go through them as opposed to... Okay. And then they have the processes and can help me get everything submitted? Yeah. Like, are you trying to submit a claim for them? Yeah. Yeah. Yeah. I don't know the- Then you would contact them directly. Okay. Um, yeah. Okay. We don't handle anything with claims. Do you have the ID card for your medical insurance? Um, I think so. See if it's in- Okay. ... my wallet. No, it's on my desk at home. I was looking at it yesterday. Okay. Oh, yeah. Here it is. I think this is the right one. Uh, yeah. It just says, "Provide services." Uh, oh, this is like a M- MetLife card. Okay, yeah. That one's for just vision. Okay. You should have two other ID cards from American Public Life. One would be for your dental and one would be for your medical. Okay. That way you- Do you have the- ... can just email to your provider instead of submitting- Okay. ... a claim. Can you tell me my number? Um, let me pull it up real quick. So policy number for your medical is going to- Mm-hmm. ... be 24- 24. ... 56- ... 6. ... 022. 022. Okay, that's 245-6022. Yes, sir. 245-6022. Okay. And that's the policy number. Is there a policy num- different policy number for Pharmville? Pharma- Pharm- Pharm- Pharmaville? Uh, I don't know if there's necessarily a policy number. I mean, it, it'll show on the ID card, all the information they would need for that. Do you want me to just- I- ... email you both your ID cards? Yes. That'd be great. Okay. I can do that. Okay, perfect. Was there anything else- Do- ... you might need help with? No, I was just curious, do you know how late they're open? Or is it 24 hours? I do not. Okay. Just thought I'd ask. Okay. No worries. Sounds good. Thank you. You're welcome. Um, and then if you'll- Okay. ... just give me a few moments, I'm gonna download those ID cards and then send it to your email. Sounds good. Thank you. You're welcome. Have a good day. Okay. M-

You too. Bye. Bye-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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. My name's Ken Taylor. I have, I have the, uh, Benefits on a Card plan, and I've never submitted anything before, and I'm trying to figure out how to submit it for repayment.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Uh, Harriott International. Or actually, no, Oxford. Sorry.

Speaker speaker_1: Okay.

Speaker speaker_2: Ox-

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0434.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Ken Taylor. Or Kes Taylor.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Hmm. Address is 182 Switchback Hill Road, uh, Newark, Texas 76071. And my birthday is April 21st, 1965.

Speaker speaker_1: And then phone number 331-454-8176?

Speaker speaker_2: That's me.

Speaker speaker_1: Okay. And then I have email is K-E-N-T-A-G-O-U-S at gmail.com.

Speaker speaker_2: Correct. Correct.

Speaker speaker_1: Okay. And this is for medical, dental or vision?

Speaker speaker_2: Um, pharmacy and medical.

Speaker speaker_1: Okay. Um, so for medical you would wanna reach out to American Public Life, and I can provide you with their phone number.

Speaker speaker_2: Okay.

Speaker speaker_1: It's gonna be 800-256-

Speaker speaker_2: Okay.

Speaker speaker_1: ...8606.

Speaker speaker_2: Okay. And for pharmaceutical?

Speaker speaker_1: That would be-

Speaker speaker_2: What's it called?

Speaker speaker_1: ... with Pharmaville.

Speaker speaker_2: What is it called?

Speaker speaker_1: Pharmaville.

Speaker speaker_2: P-H-A-R-M-A-V-I-L-L-E?

Speaker speaker_1: So P-H-A-R-M-A-V-A-I-L-E.

Speaker speaker_2: Okay.

Speaker speaker_1: Phone number is 800-933-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ...3734.

Speaker speaker_2: Okay. So I gotta go through them as opposed to... Okay. And then they have the processes and can help me get everything submitted?

Speaker speaker_1: Yeah. Like, are you trying to submit a claim for them?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_2: I don't know the-

Speaker speaker_1: Then you would contact them directly.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: We don't handle anything with claims. Do you have the ID card for your medical insurance?

Speaker speaker_2: Um, I think so. See if it's in-

Speaker speaker_1: Okay.

Speaker speaker_2: ... my wallet. No, it's on my desk at home. I was looking at it yesterday.

Speaker speaker_1: Okay.

Speaker speaker_2: Oh, yeah. Here it is. I think this is the right one. Uh, yeah. It just says, "Provide services." Uh, oh, this is like a M- MetLife card.

Speaker speaker_1: Okay, yeah. That one's for just vision.

Speaker speaker_2: Okay.

Speaker speaker_1: You should have two other ID cards from American Public Life. One would be for your dental and one would be for your medical.

Speaker speaker_2: Okay.

Speaker speaker_1: That way you-

Speaker speaker_2: Do you have the-

Speaker speaker_1: ... can just email to your provider instead of submitting-

Speaker speaker_2: Okay.

Speaker speaker_1: ... a claim.

Speaker speaker_2: Can you tell me my number?

Speaker speaker_1: Um, let me pull it up real quick. So policy number for your medical is going to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... be 24-

Speaker speaker_2: 24.

Speaker speaker_1: ... 56-

Speaker speaker_2: ... 6.

Speaker speaker_1: ... 022.

Speaker speaker_2: 022. Okay, that's 245-6022.

Speaker speaker_1: Yes, sir. 245-6022.

Speaker speaker_2: Okay. And that's the policy number. Is there a policy num- different policy number for Pharmville? Pharma- Pharm- Pharm- Pharmaville?

Speaker speaker_1: Uh, I don't know if there's necessarily a policy number. I mean, it, it'll show on the ID card, all the information they would need for that. Do you want me to just-

Speaker speaker_2: I-

Speaker speaker_1: ... email you both your ID cards?

Speaker speaker_2: Yes. That'd be great.

Speaker speaker_1: Okay. I can do that.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Was there anything else-

Speaker speaker_2: Do-

Speaker speaker_1: ... you might need help with?

Speaker speaker_2: No, I was just curious, do you know how late they're open? Or is it 24 hours?

Speaker speaker_1: I do not.

Speaker speaker_2: Okay. Just thought I'd ask. Okay.

Speaker speaker_1: No worries.

Speaker speaker_2: Sounds good. Thank you.

Speaker speaker_1: You're welcome. Um, and then if you'll-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just give me a few moments, I'm gonna download those ID cards and then send it to your email.

Speaker speaker_2: Sounds good. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Okay. M- You too. Bye.

Speaker speaker_1: Bye-bye.