

Transcript: VICTORIA

Taylor-5666795471421440-6459919265349632

Full Transcript

Thank you for calling benefits in a cart. This is Victoria. How can I help you? Yeah, um, I was trying to call to, uh, find out what's the name of my, uh, dental insurance. Um, dental would be with American Public Life. That's the name of the insurance company and then the, uh, network for example is Careington. And this is what? Hello? So the name... Yes, the name of the insurance company is American Public Life. Uh- And the name of the network is Careington, C-A-R-E-I-N-G-T-O-N. Okay. Do you not have your ID card? The only card I got is a wa- I got the Wagner and it's called MultiPlan. It's a medical card. Okay, let me pull up your file and see what's going on. What's the last four of your social? 5384. And your first and last name? Darlene Moss, M-O-S-S. Okay, gotcha. Do you mind verifying your address and date of birth? 132 Thomas Field Road, Southeast Millsville, Georgia 31061 and my date of birth is 4-21-1969. Gotcha. Phone number 478-363-5289? Yes. And then email is dxmoss493 at Gmail? Yes. Okay, so the card that you have, you said it has MultiPlan on it? It got, um, let me see. Okay, let's see. Wagner Staffing. It got medical, it's called MultiPlan there. Oh, it got many implants. Not at the pharmacy but many implants. But it- Mm-hmm. ... on, on the medical insurance MultiPlan. Yeah, that's... Okay. So that's your... It should also have some information about your vision policy as well on that card. So that's gonna be- Oh, I- I- I- ... where your money is going. I see the vision at the bottom. Vision coverage. I'm looking at the... I'm looking for the dental. Okay. Yes, ma'am. I understand. I was just trying to explain the different cards to you. Uh-huh. Uh-huh. The one that you have is for medical and vision and then you should also have a dental, but if not, I'm gonna email that to you. Okay. Um, and I think that is it. You sh- so you should- Okay. ... have two ID cards. Okay. Give me just a few seconds if you will, and I will be right back. Okay, thank you. Alrighty, thank you so much for holding. So I just sent you an email that has the dental ID card and then also a digital copy of the one you have just in case you need it. Oh, okay. Thank you so much. You're welcome. Did you need help with anything else? No, that'll be all. Alrighty. You have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling benefits in a cart. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, um, I was trying to call to, uh, find out what's the name of my, uh, dental insurance.

Speaker speaker_0: Um, dental would be with American Public Life. That's the name of the insurance company and then the, uh, network for example is Careington.

Speaker speaker_1: And this is what? Hello?

Speaker speaker_0: So the name... Yes, the name of the insurance company is American Public Life.

Speaker speaker_1: Uh-

Speaker speaker_0: And the name of the network is Careington, C-A-R-E-I-N-G-T-O-N.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you not have your ID card?

Speaker speaker_1: The only card I got is a wa- I got the Wagner and it's called MultiPlan. It's a medical card.

Speaker speaker_0: Okay, let me pull up your file and see what's going on. What's the last four of your social?

Speaker speaker_1: 5384.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Darlene Moss, M-O-S-S.

Speaker speaker_0: Okay, gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: 132 Thomas Field Road, Southeast Milksville, Georgia 31061 and my date of birth is 4-21-1969.

Speaker speaker_0: Gotcha. Phone number 478-363-5289?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is dxmoss493 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so the card that you have, you said it has MultiPlan on it?

Speaker speaker_1: It got, um, let me see. Okay, let's see. Wagner Staffing. It got medical, it's called MultiPlan there. Oh, it got many implants. Not at the pharmacy but many implants. But it-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... on, on the medical insurance MultiPlan.

Speaker speaker_0: Yeah, that's... Okay. So that's your... It should also have some information about your vision policy as well on that card. So that's gonna be-

Speaker speaker_1: Oh, I- I- I-

Speaker speaker_0: ... where your money is going.

Speaker speaker_1: I see the vision at the bottom. Vision coverage. I'm looking at the... I'm looking for the dental.

Speaker speaker_0: Okay. Yes, ma'am. I understand. I was just trying to explain the different cards to you.

Speaker speaker_1: Uh-huh. Uh-huh.

Speaker speaker_0: The one that you have is for medical and vision and then you should also have a dental, but if not, I'm gonna email that to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and I think that is it. You sh- so you should-

Speaker speaker_1: Okay.

Speaker speaker_0: ... have two ID cards.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me just a few seconds if you will, and I will be right back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Alrighty, thank you so much for holding. So I just sent you an email that has the dental ID card and then also a digital copy of the one you have just in case you need it.

Speaker speaker_1: Oh, okay. Thank you so much.

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

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: Alrighty. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.