

## Transcript: VICTORIA

**Taylor-5878039318052864-4767656423407616**

### 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. This is Kelly Moore. Um, I just have a question. For Benefits on a Card, who's the provider for it? Um, it really depends on the plan that you choose. Um, the three major insurance carriers we work with is American Public Life, 90 Degree Benefits, um, and MetLife. Okay. 'Cause, um, I don't have my card with me yet, but I have the, uh, policy number and I'm trying to get something done tomorrow. But my doctor's appointment was like, "Well, I don't know who that is," and I'm like, "Okay." Okay. Uh, what's the name of the agency you work for? Serge. And the last four of your Social? 6364. Okay. And your first and last name? Kelly Moore. All righty. Do you mind verifying your address and date of birth? 183 Purvey Drive, Fort Payne, Alabama 35967 and June 16th, 1989. Phone number 256-343-1422? Yes. Okay. And then email's gonna be first name, uh, brianne.moore@gmail.com? Yes. Okay. So, it looks like you have coverage through American Public Life. American Public Life? Okay. Yes, ma'am. And I'm seeing you only have coverage for employee only. Okay. What does that mean? Like, you just have coverage for yourself. Oh, yes. Yes, that's correct. Gotcha. Okay. I... Maybe I misunderstood. Yeah, I just wanted to let you know. Okay, no worries. No, just my doctor's office, they hadn't heard of, um, Benefits on a Card and I'm like, "Well, I don't have my card yet but I need to get some stuff done, like, immediately." So they're like, "Who's the provider?" I'm like, "I don't know." Yeah, so um, the insurance carrier is gonna be American Public Life and if they ask, the name of the network is MultiPlan. Network is MultiPlan. Okay. Mm-hmm. Okay. Thank you so much. Yes, ma'am. You have a wonderful day. Thank... 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. This is Kelly Moore. Um, I just have a question. For Benefits on a Card, who's the provider for it?

Speaker speaker\_1: Um, it really depends on the plan that you choose. Um, the three major insurance carriers we work with is American Public Life, 90 Degree Benefits, um, and MetLife.

Speaker speaker\_2: Okay. 'Cause, um, I don't have my card with me yet, but I have the, uh, policy number and I'm trying to get something done tomorrow. But my doctor's appointment

was like, "Well, I don't know who that is," and I'm like, "Okay."

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

Speaker speaker\_2: Serge.

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

Speaker speaker\_2: 6364.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Kelly Moore.

Speaker speaker\_1: All righty. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 183 Purvey Drive, Fort Payne, Alabama 35967 and June 16th, 1989.

Speaker speaker\_1: Phone number 256-343-1422?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then email's gonna be first name, uh, brianne.moore@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, it looks like you have coverage through American Public Life.

Speaker speaker\_2: American Public Life? Okay.

Speaker speaker\_1: Yes, ma'am. And I'm seeing you only have coverage for employee only.

Speaker speaker\_2: Okay. What does that mean?

Speaker speaker\_1: Like, you just have coverage for yourself.

Speaker speaker\_2: Oh, yes. Yes, that's correct.

Speaker speaker\_1: Gotcha. Okay. I... Maybe I misunderstood. Yeah, I just wanted to let you know.

Speaker speaker\_2: Okay, no worries. No, just my doctor's office, they hadn't heard of, um, Benefits on a Card and I'm like, "Well, I don't have my card yet but I need to get some stuff done, like, immediately." So they're like, "Who's the provider?" I'm like, "I don't know."

Speaker speaker\_1: Yeah, so um, the insurance carrier is gonna be American Public Life and if they ask, the name of the network is MultiPlan.

Speaker speaker\_2: Network is MultiPlan. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: Thank... You too. Bye.

Speaker speaker\_1: Bye-bye.