

Transcript: VICTORIA

Taylor-5944257612660736-5011333841207296

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. I was calling because I just left the emergency room. I work with Partners Personal. I'm, like, internal, but, um, still part of the agency. So I have insurance with you guys, and they were trying to look up my insurance information but they couldn't find it. The nearest, um, emergency room was a Kaiser Permanente one, so that's where I went. So, all right, let me ask you this. Are you a temp or are you a direct hire of Partners Personal? I'm a temp. I work, I work, like, in corporate, but I'm still a temp. Okay. Um, what is the, uh, last four of your Social? Um, 3115. And your first and last name? Guadalupe Jantez Gonzalez. Okay, do you mind verifying your address and date of birth? It's 14875 Country Lane, Fontana, California 92335, and my date of birth is 10/02/1996. And phone number is 289-7788? Yes. Okay. Um, email is gonna be hernandezlupe114@gmail.com? Yes. Okay. Now, have you received your ID cards? I received them last year, but are they still, um... Do they still work? I mean, they, they should. Okay. 'Cause i- it didn't change to another type of insurance? 'Cause it kinda confused me with the Benefits in a Card. I don't really know about that. Well, Benefits in a Card... Gotcha. Uh-huh. Yeah, so Benefits in a Card, that's the name of our company, and we're just your benefits administrators, so we're not the actual insurance carrier. Um. Oh. Now, you have the VIP+ Medical and the dental through American Public Life, and you have vision through MetLife. Okay. Um, and to my knowledge, with the medical, you don't have to stay in network, but I know typically the ID card for your medical is emailed to you versus sent out by mail. Uh-huh. So what I can do- But I remember... Uh-huh. I'm sorry. Go ahead. 'Cause I remember printing them out, but you know what? I could check my email, see if I can find it. Okay. Yeah, I mean, I was just gonna look up copies on my end and resend it to you. Could you, please? Sure. Give me just a few seconds. Let me look those up and I will be right back. Alrighty, thank you so much for holding. So, unfortunately, for whatever reason, I'm not able to download a digital copy of the ID card, but I can give you, like, your policy number, um, and s- I don't, I mean, hopefully that will, if, if you just wanna provide that to the, uh, the provider's office. Uh-huh. Okay. So, um, again, medical is through, uh, American Public Life. Uh-huh. And your policy number is 256000... Uh-huh. ... and then 5. Okay. So all together you should have 2560005. Okay. Um, and I do have a group number as well. I don't know if they'll need that, but just in case, the group number- Okay. ... is 70087. Mm-hmm. Okay. Um, and I see that your coverage is currently active, um, so you're good to go there. Now, if you want to have the provider's office call us, we can verify that you do have active coverage on our end. Okay. And I have a question. So with this, can I go to any doctor or does it have to be, like, a PP? Is like a PP or HMO? It's, uh, it's neither one of those. It's just a hospital indemnity plan. But like I said, I'm not aware of any restrictions with, like, you don't have to stay in network. Mm-hmm. Um, but you just need to make sure that the provider will accept the coverage.

Okay. I see. Okay. Yeah, 'cause they, they advised me to go to my primary doctor, but I haven't tried to connect this insurance with them yet. So I'll call them and see if it works with them. Okay. And then I'm gonna keep an eye on your ID cards and once I'm able to download those, I will just send it to your email. Okay. Thank you. Thank you so much. You're welcome. Did you need help with anything else? Um, no, that's it. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. I was calling because I just left the emergency room. I work with Partners Personal. I'm, like, internal, but, um, still part of the agency. So I have insurance with you guys, and they were trying to look up my insurance information but they couldn't find it. The nearest, um, emergency room was a Kaiser Permanente one, so that's where I went.

Speaker speaker_0: So, all right, let me ask you this. Are you a temp or are you a direct hire of Partners Personal?

Speaker speaker_1: I'm a temp. I work, I work, like, in corporate, but I'm still a temp.

Speaker speaker_0: Okay. Um, what is the, uh, last four of your Social?

Speaker speaker_1: Um, 3115.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Guadalupe Jantez Gonzalez.

Speaker speaker_0: Okay, do you mind verifying your address and date of birth?

Speaker speaker_1: It's 14875 Country Lane, Fontana, California 92335, and my date of birth is 10/02/1996.

Speaker speaker_0: And phone number is 289-7788?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, email is gonna be hernandezlupe114@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, have you received your ID cards?

Speaker speaker_1: I received them last year, but are they still, um... Do they still work?

Speaker speaker_0: I mean, they, they should.

Speaker speaker_1: Okay. 'Cause i- it didn't change to another type of insurance? 'Cause it kinda confused me with the Benefits in a Card. I don't really know about that.

Speaker speaker_0: Well, Benefits in a Card... Gotcha.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Yeah, so Benefits in a Card, that's the name of our company, and we're just your benefits administrators, so we're not the actual insurance carrier. Um.

Speaker speaker_1: Oh.

Speaker speaker_0: Now, you have the VIP+ Medical and the dental through American Public Life, and you have vision through MetLife.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and to my knowledge, with the medical, you don't have to stay in network, but I know typically the ID card for your medical is emailed to you versus sent out by mail.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So what I can do-

Speaker speaker_1: But I remember... Uh-huh.

Speaker speaker_0: I'm sorry. Go ahead.

Speaker speaker_1: 'Cause I remember printing them out, but you know what? I could check my email, see if I can find it.

Speaker speaker_0: Okay. Yeah, I mean, I was just gonna look up copies on my end and resend it to you.

Speaker speaker_1: Could you, please?

Speaker speaker_0: Sure. Give me just a few seconds. Let me look those up and I will be right back. Alrighty, thank you so much for holding. So, unfortunately, for whatever reason, I'm not able to download a digital copy of the ID card, but I can give you, like, your policy number, um, and s- I don't, I mean, hopefully that will, if, if you just wanna provide that to the, uh, the provider's office.

Speaker speaker_1: Uh-huh. Okay.

Speaker speaker_0: So, um, again, medical is through, uh, American Public Life.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And your policy number is 256000...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... and then 5.

Speaker speaker_1: Okay.

Speaker speaker_0: So all together you should have 2560005.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and I do have a group number as well. I don't know if they'll need that, but just in case, the group number-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is 70087.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Um, and I see that your coverage is currently active, um, so you're good to go there. Now, if you want to have the provider's office call us, we can verify that you do have active coverage on our end.

Speaker speaker_1: Okay. And I have a question. So with this, can I go to any doctor or does it have to be, like, a PP? Is like a PP or HMO?

Speaker speaker_0: It's, uh, it's neither one of those. It's just a hospital indemnity plan. But like I said, I'm not aware of any restrictions with, like, you don't have to stay in network.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but you just need to make sure that the provider will accept the coverage.

Speaker speaker_1: Okay. I see. Okay. Yeah, 'cause they, they advised me to go to my primary doctor, but I haven't tried to connect this insurance with them yet. So I'll call them and see if it works with them.

Speaker speaker_0: Okay. And then I'm gonna keep an eye on your ID cards and once I'm able to download those, I will just send it to your email.

Speaker speaker_1: Okay. Thank you. Thank you so much.

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

Speaker speaker_1: Um, no, that's it. Thank you.

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

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.