

## Transcript: VICTORIA

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### Full Transcript

Thank you for calling Benefits on a Card. This is Vitoria. How can I help you? Hi, um, I was wondering, do I have like a, a benefits card if I need to go to, like, a, a doctor in person? Um, you should have one, yeah. Um- ... do you know if your coverage is active? Um, I don't know. I, I'm on my dashboard right now, and it should... I'm... I mean, I thought it would be by now, but I don't see it anywhere. Okay. Let me pull up your file on my end. What's the name of the agency you work for? Um, Creative Circle. And the last four of your Social? 5570. All right, and your first and last name. Madison DeLong. Okay. And do you mind verifying your address and date of birth? Uh, 1109 Shorewood Drive, Bremerton, Washington and date of birth is, uh, 12/11/86. And then phone number 817-235-6884? Yep, that's it. And then email is gonna be lastname.firstname@gmail.com? Yes. Okay. Um, yeah, so you should have received those ID cards by now. Um, now I know the medical is typically emailed, and then the dental and vision are the only ones you get by mail. Have you not received any of them? No, I haven't. Um, let me check my... No, no. Is in English, and then... And, and th- there isn't like a version on the website on the portal? Hmm. Well, to be honest, I'm not too sure about that one. Mm-hmm. I mean, I can email you copies on my end. That's no problem. Uh, I just, I'm not sure- Oh, great. ... if we have a wait on the BIC portal. Okay. We can look into that. Then, uh, yeah, if, if you could email me those, that'd be great. I need to go- Sure. ... to the doctor tomorrow. Okay, give me just a few seconds. Sure. Okay, I see what the issue is. For whatever reason, it looks like we either just received these ID cards from the insurance carrier, um, 'cause I don't have a way that I can download the ID card for medical and dental on my end. But, I can give you the policy numbers and all that good information. Um... Oh, yeah, that works. And then I will just make a note, like a personal note- ... for myself, and I will keep an eye on it. And then that way, once I'm able to download them, I can just send them to your email. Oh, thank you. I appreciate that. Yeah, no worries. Is it a medical provider you're seeing tomorrow? Yeah, um, I have a cold- Okay. ... and yeah. All right, um, so they can also, if they need, I don't know if they'll need to do this, um, but if needed, they can call us at the same phone number you're calling me on, and we can verify that you do have active coverage. Okay. Um, but your medical policy, the name of the insurance carrier is gonna be, uh, American Public Life. Oh, that makes sense. I did get a letter from them. I was like, "Who is this?" Okay, cool. But I'll take that information from you anyway. Okay. Um, the poli- American Public Life. Yeah. And then the policy number for your medical is 2588042. Okay. And, uh, I don't know if they'll need this, but just in case they do, the group number is 70030. Got it. Um, and if there's anything else that maybe they need from there, like I said, just have them call us. Um, and then on my end- Okay, perfect. ... I'll just make a note to send your ID cards once they're available. Thank you so much. Yeah. Was there anything else you might need help with? Nope, that's it. Alrighty, you have a wonderful day. You too. Thanks. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Vitoria. How can I help you?

Speaker speaker\_1: Hi, um, I was wondering, do I have like a, a benefits card if I need to go to, like, a, a doctor in person?

Speaker speaker\_0: Um, you should have one, yeah. Um- ... do you know if your coverage is active?

Speaker speaker\_1: Um, I don't know. I, I'm on my dashboard right now, and it should... I'm... I mean, I thought it would be by now, but I don't see it anywhere.

Speaker speaker\_0: Okay. Let me pull up your file on my end. What's the name of the agency you work for?

Speaker speaker\_1: Um, Creative Circle.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 5570.

Speaker speaker\_0: All right, and your first and last name.

Speaker speaker\_1: Madison DeLong.

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 1109 Shorewood Drive, Bremerton, Washington and date of birth is, uh, 12/11/86.

Speaker speaker\_0: And then phone number 817-235-6884?

Speaker speaker\_1: Yep, that's it.

Speaker speaker\_0: And then email is gonna be lastname.firstname@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, yeah, so you should have received those ID cards by now. Um, now I know the medical is typically emailed, and then the dental and vision are the only ones you get by mail. Have you not received any of them?

Speaker speaker\_1: No, I haven't. Um, let me check my... No, no. Is in English, and then... And, and th- there isn't like a version on the website on the portal?

Speaker speaker\_0: Hmm. Well, to be honest, I'm not too sure about that one.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I mean, I can email you copies on my end. That's no problem. Uh, I just, I'm not sure-

Speaker speaker\_1: Oh, great.

Speaker speaker\_0: ... if we have a wait on the BIC portal.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We can look into that.

Speaker speaker\_1: Then, uh, yeah, if, if you could email me those, that'd be great. I need to go-

Speaker speaker\_0: Sure.

Speaker speaker\_1: ... to the doctor tomorrow.

Speaker speaker\_0: Okay, give me just a few seconds.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay, I see what the issue is. For whatever reason, it looks like we either just received these ID cards from the insurance carrier, um, 'cause I don't have a way that I can download the ID card for medical and dental on my end. But, I can give you the policy numbers and all that good information. Um...

Speaker speaker\_1: Oh, yeah, that works.

Speaker speaker\_0: And then I will just make a note, like a personal note- ... for myself, and I will keep an eye on it. And then that way, once I'm able to download them, I can just send them to your email.

Speaker speaker\_1: Oh, thank you. I appreciate that.

Speaker speaker\_0: Yeah, no worries. Is it a medical provider you're seeing tomorrow?

Speaker speaker\_1: Yeah, um, I have a cold-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... and yeah.

Speaker speaker\_0: All right, um, so they can also, if they need, I don't know if they'll need to do this, um, but if needed, they can call us at the same phone number you're calling me on, and we can verify that you do have active coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but your medical policy, the name of the insurance carrier is gonna be, uh, American Public Life.

Speaker speaker\_1: Oh, that makes sense. I did get a letter from them. I was like, "Who is this?" Okay, cool. But I'll take that information from you anyway.

Speaker speaker\_0: Okay. Um, the poli-

Speaker speaker\_1: American Public Life.

Speaker speaker\_0: Yeah. And then the policy number for your medical is 2588042.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, uh, I don't know if they'll need this, but just in case they do, the group number is 70030.

Speaker speaker\_1: Got it.

Speaker speaker\_0: Um, and if there's anything else that maybe they need from there, like I said, just have them call us. Um, and then on my end-

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: ... I'll just make a note to send your ID cards once they're available.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Yeah. Was there anything else you might need help with?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Alrighty, you have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thanks. Bye-bye.

Speaker speaker\_1: Bye.