

Transcript: VICTORIA

Taylor-6528730422263808-4718952939208704

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 is Amber. I'm calling from Comfort Dental of Clinton. How are you? Good. How are you? Good. Hey, I just have a member, she handed me her phone. I was trying to find her dental insurance and she said I'm supposed to call this number to get that information. So I'm gonna see if you can help me. Okay. Um, do you have the last four of her Social? I do. Okay. It's five- it's 5927. And first and last name? Kelly Candelary. Okay. And, uh, would you be able to verify the address and date of birth? Yeah. Her date of birth is August 3rd, 1976. The address we currently have on file is 3725 Washington Boulevard, Suite 2, Ogden, Utah 84403. Okay. I have a different address, but you said the date of birth is 8-3-76? Yes. Okay. Um, let's see. Uh, so she does have a dental plan with American Public Life. Okay. Um, and the network is Carrington, I believe. Do you need, like, the policy information? Like the policy number? Yeah. Yeah, if you have that and, like, a group number. Okay. Let me try to pull it up real quick. Okay. It just takes a few minutes for me to- You're fine. ... look something up. That'll be right. That's fine. I appreciate your help. Thank you. Yes, ma'am. Yes. Okay. So let's see. The policy number looks like, uh, 02467586. Okay. And then group number is gonna be 70056. And you said it's through Carrington? Yes. Mm-hmm. Okay. Now it's American Public Life. Uh, yeah. Uh-huh. Okay. And then do you have, like, an address for them? Yeah. So, um, for the claim? Mm-hmm. Okay. Um, so you're gon- you're gonna wanna send it to American Public Life Insurance Company. Okay. And it looks like, uh, PO Box 248950. Okay. And that's in Oklahoma City, Oklahoma 73124. 3124. Okay, awesome. Thank you so much. Yes, ma'am. You have a good day. Have a good day. 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 is Amber. I'm calling from Comfort Dental of Clinton. How are you?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: Good. Hey, I just have a member, she handed me her phone. I was trying to find her dental insurance and she said I'm supposed to call this number to get that

information. So I'm gonna see if you can help me.

Speaker speaker_1: Okay. Um, do you have the last four of her Social?

Speaker speaker_2: I do.

Speaker speaker_1: Okay.

Speaker speaker_2: It's five- it's 5927.

Speaker speaker_1: And first and last name?

Speaker speaker_2: Kelly Candelary.

Speaker speaker_1: Okay. And, uh, would you be able to verify the address and date of birth?

Speaker speaker_2: Yeah. Her date of birth is August 3rd, 1976. The address we currently have on file is 3725 Washington Boulevard, Suite 2, Ogden, Utah 84403.

Speaker speaker_1: Okay. I have a different address, but you said the date of birth is 8-3-76?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see. Uh, so she does have a dental plan with American Public Life.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and the network is Carrington, I believe. Do you need, like, the policy information? Like the policy number?

Speaker speaker_2: Yeah. Yeah, if you have that and, like, a group number.

Speaker speaker_1: Okay. Let me try to pull it up real quick.

Speaker speaker_2: Okay.

Speaker speaker_1: It just takes a few minutes for me to-

Speaker speaker_2: You're fine.

Speaker speaker_1: ... look something up. That'll be right.

Speaker speaker_2: That's fine. I appreciate your help. Thank you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see. The policy number looks like, uh, 02467586.

Speaker speaker_2: Okay.

Speaker speaker_1: And then group number is gonna be 70056.

Speaker speaker_2: And you said it's through Carrington?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_2: Okay. Now it's American Public Life.

Speaker speaker_1: Uh, yeah. Uh-huh.

Speaker speaker_2: Okay. And then do you have, like, an address for them?

Speaker speaker_1: Yeah. So, um, for the claim?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, so you're gon- you're gonna wanna send it to American Public Life Insurance Company.

Speaker speaker_2: Okay.

Speaker speaker_1: And it looks like, uh, PO Box 248950.

Speaker speaker_2: Okay.

Speaker speaker_1: And that's in Oklahoma City, Oklahoma 73124.

Speaker speaker_2: 3124. Okay, awesome. Thank you so much.

Speaker speaker_1: Yes, ma'am. You have a good day.

Speaker speaker_2: Have a good day. You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.