

## **Transcript: VICTORIA**

**Taylor-6555817574612992-5201992678850560**

### **Full Transcript**

This call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hi. Yes, I received a voicemail the other day about a claim being rejected because somebody has the wrong birthday for me. Like how does that even happen? So, this is Brian McMillan, birthday May 6th, '69. Okay. Let me pull up your file. What's the name of the agency you work for? Um, Oxford Global. And the last four of your Social? 2140. Okay. Um, do you mind verifying your address? 207 East Street, Mount Vernon, Texas 75457. Okay. And what's your... uh, what should your date of birth be again? May 6th, '69. May 6th, '69. Okay. That's what we have in our system. Yeah. I'm sure you have it right. Um, okay. Who am I gonna call to receive claim? So we're just your benefits administrators. We don't handle the claims on our end. Um, give me just one second so I can look over your file and see exactly what's going on. Um, phone number is 903-348-6451? Mm-hmm. And then email is bkmack69@ap- uh, outlook.com? Yes. Okay. Okay. Give me just one second. I'm gonna put you on a brief hold. Okay. All righty. Thank you s- so much for holding. So it looks like the, uh, person who made the outbound call to you has left for the day already, so I was trying to reach out to them and see if there was anything we needed to do on our end. Um, but yeah, I mean, I'm showing your date of birth correct. Uh, May 6th, '69, right? Yeah. Okay. Um, what you g-... I mean, you can definitely reach out to the insurance carrier and see if there's anything that you need to do on your end, but it's in the right- Which is who? It's... They haven't said anything to me at all. This, this is all very confusing. I'm used to having, you know, Blue Cross Blue Shield or United or some... and there's not... Um, confused by you saying to go to my insurance carrier. As, as far as I'm concerned, you are with my insurance carrier. Yeah, so we're not. We're the benefits administrators. Um, for medical you have two different plans, so it's gonna be with two different carriers. Preventative medical is through, uh, 90 Degree Benefits and then, uh, the non-preventative medical would be with American Public Life. Okay. So I don't even know what this claim is from the message, so it's APL or 90 Degree. Okay. So I guess what I, I, I'll do on my end and since the agent that called you left for the day, I will just send them an email and, uh, try to get more information for you, um, and then follow back up with you. Okay. That'll be fine then. Um. All right. Did you have any other questions or just that? Yeah, I was just returning the call so we can get this resolved so it can be processed. Okay. All righty. All right. Well, I will go ahead and follow up with them and try to get some more information and give you a call back as soon as I can. Okay. Thank you so much. You're welcome. Have a good day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. Yes, I received a voicemail the other day about a claim being rejected because somebody has the wrong birthday for me. Like how does that even happen? So, this is Brian McMillan, birthday May 6th, '69.

Speaker speaker\_1: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_2: Um, Oxford Global.

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

Speaker speaker\_2: 2140.

Speaker speaker\_1: Okay. Um, do you mind verifying your address?

Speaker speaker\_2: 207 East Street, Mount Vernon, Texas 75457.

Speaker speaker\_1: Okay. And what's your... uh, what should your date of birth be again?

Speaker speaker\_2: May 6th, '69.

Speaker speaker\_1: May 6th, '69. Okay. That's what we have in our system.

Speaker speaker\_2: Yeah. I'm sure you have it right.

Speaker speaker\_1: Um, okay.

Speaker speaker\_2: Who am I gonna call to receive claim?

Speaker speaker\_1: So we're just your benefits administrators. We don't handle the claims on our end. Um, give me just one second so I can look over your file and see exactly what's going on. Um, phone number is 903-348-6451?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then email is bkmack69@ap- uh, outlook.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Okay. Give me just one second. I'm gonna put you on a brief hold.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All righty. Thank you s- so much for holding. So it looks like the, uh, person who made the outbound call to you has left for the day already, so I was trying to reach out to them and see if there was anything we needed to do on our end. Um, but yeah, I mean, I'm showing your date of birth correct. Uh, May 6th, '69, right?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, what you g-... I mean, you can definitely reach out to the insurance carrier and see if there's anything that you need to do on your end, but it's in the right-

Speaker speaker\_2: Which is who? It's... They haven't said anything to me at all. This, this is all very confusing. I'm used to having, you know, Blue Cross Blue Shield or United or some... and there's not... Um, confused by you saying to go to my insurance carrier. As, as far as I'm concerned, you are with my insurance carrier.

Speaker speaker\_1: Yeah, so we're not. We're the benefits administrators. Um, for medical you have two different plans, so it's gonna be with two different carriers. Preventative medical is through, uh, 90 Degree Benefits and then, uh, the non-preventative medical would be with American Public Life.

Speaker speaker\_2: Okay. So I don't even know what this claim is from the message, so it's APL or 90 Degree.

Speaker speaker\_1: Okay. So I guess what I, I, I'll do on my end and since the agent that called you left for the day, I will just send them an email and, uh, try to get more information for you, um, and then follow back up with you.

Speaker speaker\_2: Okay. That'll be fine then.

Speaker speaker\_1: Um.

Speaker speaker\_2: All right.

Speaker speaker\_1: Did you have any other questions or just that?

Speaker speaker\_2: Yeah, I was just returning the call so we can get this resolved so it can be processed.

Speaker speaker\_1: Okay. All righty.

Speaker speaker\_2: All right.

Speaker speaker\_1: Well, I will go ahead and follow up with them and try to get some more information and give you a call back as soon as I can.

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

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too. Bye-bye.