

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. My name is Joy Albano. How can I help you? I need to get my information reinstated now that I am back with the company again. Okay. Give me one second. I don't know what I have right now, honestly. Okay. Um, I can check. What staffing agency are you with? BG Staffing. And then what are the last four of your Social? 0272. Your first and last name, please. Joy Albano. Okay. And then for security purposes, can you please verify address and date of birth? Date of birth is 4/5/81. Address is now 6864 North President George Bush Highway, but they might still have the 1413 Meadowcrest Drive. Okay. Okay, so it's the 68... 64 North President George Bush Highway, 8107. Is that okay? Yes, ma'am. That is perfectly correct. And then what was your date of birth again? 4/5/81. And then I have 843-990-1069. Is that correct? Yes, ma'am. JoyAlbanoSouthern@gmail.com. Is that up to date? Albano, but yes, ma'am. Okay. All right. Give me one second. Let me verify. Okay. So since you have multiple hire dates, I do have to do a eligibility review to the main office. Okay. I'm pretty sure you are eligible. Um, but we still... It's the process that we have to go through due to that. Sure. But I'm pretty sure you can enroll. Um, did you have any idea... 'Cause I'm gonna have to send it. Typically takes most likely, they won't let me know till tomorrow. Um, I'll be giving you a call back in the morning if that's fine. Is that a good number to reach you at? Yes, ma'am. And then did you want me to go over... 'Cause I'm pretty sure you're gonna be eligible just by looking at the date, but I still have to send it. Did you already have an idea what you wanted to be enrolled into by any chance? Or did you want me to go over any of the plans that you might have questions about? What I really need- 'Cause you're eligible as a... Is like- You can enroll into anything. What I really need is, is like the basics. Um, just like the medical, dental, vision. Mm-hmm. Okay. But it's- Oh, okay. ... for little old me. So it's not like I have to go like excessive with what I'm doing. Gotcha. 'Cause- Um, I just wanna make sure that I'm covered, like if something were to happen 'cause I'm usually like never sick, but as sure as I'm just going to say that I'll be like- Oh. ... "Oh, if I was the one." Yeah. 'Cause I'm looking at your past enrollments, and it looks like you used to have the VIP Plus, which is only your medical plan. That only covers doctor visits of sick, hospital visits of injured, urgent care, emergency room and surgeries. It doesn't cover preventative services, which are considered like your checkups visi- like your physicals. Which I do need now because I do take, um, a daily medication. Ah, yes. So I do need to make sure that that is covered. So all of the medical plans that they offer have their prescription benefits. So all of them have, um, coverage when it comes to their prescriptions. But to find out if a certain medication is covered, you would have to contact the carrier of the, of, um, that prescription benefit or the pharmacy. Do you want me to provide that number to you just in case they tell me, "Yes, she is eligible"? Um, I don't know if you want in a call before enrolling just to see if those medication that you're like

on is covered or not. Did you want any of that information? Yeah. That'd be great. Okay. So if you were to select the preventative plan that only covers preventative services, that one's called the Stay Healthy. If you select that one, the carrier for your prescriptions is MedImpact, which is M-E-D-I-M-P-A-C-T. And the phone number, let me know when you're ready. Hold on one second. I just realized, like thi- I, I, I do not even have a PIN. Um, I thought you were gonna send it to me in an email, and I literally just completely spaced out. So... Oh, that's okay. Um, is there any way that you can email that to me? And if... Yeah. So if you want, I can just go ahead and send you the benefit guide, and then on the email I'll write down the number of- That would be great. ... um, I'll write down the number for the Stay Healthy and you see... Give me one second. I'll go ahead and... Um, I'll go ahead and write that number down for the plans, and then you can just call to see, at least to know if that prescription is covered or not. And then they'll be the ones to let you know, "Oh, yeah. That's something that we cover," or, "No. That's not something we'll be able to cover." Um, and then I'll go ahead and send that eligibility review to see if you're eligible for enrollment, okay? And then most likely, they'll let me know tomorrow, and I'll be giving you a call tomorrow. Is there, um, a certain number you want me to call? I have the one that ends in s- t- 1069. That's my cell phone, so that's perfect. Okay. So I'll be, um, I'm gonna go ahead and submit that email, and then I'm gonna also send you that email right now. Um, can I put you in a brief hold while I send you that information? Sure. That'd be great. Thanks. Okay. Give me one sec. I'll be right back. Thanks. Ow. Oh my gosh, hold on. Before I forget... Nope, let me just look up... I don't know how close this is. Uh... Okay. This is the lady that does my sister's hair, and she just did mine this last time. She was lovely. So if you wanna give her a call and... Oh no, this isn't close enough. I just did... Um, if you wanna see if that's close enough to you. No problem. I d- I do have a little bit of the red in it right now. But she said my sister's had, like, real red hair for 10 years. Bloody hell. Hey, yo.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. My name is Joy Albano.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: I need to get my information reinstated now that I am back with the company again.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: I don't know what I have right now, honestly.

Speaker speaker\_0: Okay. Um, I can check. What staffing agency are you with?

Speaker speaker\_1: BG Staffing.

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

Speaker speaker\_1: 0272.

Speaker speaker\_0: Your first and last name, please.

Speaker speaker\_1: Joy Albano.

Speaker speaker\_0: Okay. And then for security purposes, can you please verify address and date of birth?

Speaker speaker\_1: Date of birth is 4/5/81. Address is now 6864 North President George Bush Highway, but they might still have the 1413 Meadowcrest Drive.

Speaker speaker\_0: Okay. Okay, so it's the 68... 64 North President George Bush Highway, 8107. Is that okay?

Speaker speaker\_1: Yes, ma'am. That is perfectly correct.

Speaker speaker\_0: And then what was your date of birth again?

Speaker speaker\_1: 4/5/81.

Speaker speaker\_0: And then I have 843-990-1069. Is that correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: JoyAlbanoSouthern@gmail.com. Is that up to date?

Speaker speaker\_1: Albano, but yes, ma'am.

Speaker speaker\_0: Okay. All right. Give me one second. Let me verify. Okay. So since you have multiple hire dates, I do have to do a eligibility review to the main office.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm pretty sure you are eligible. Um, but we still... It's the process that we have to go through due to that.

Speaker speaker\_1: Sure.

Speaker speaker\_0: But I'm pretty sure you can enroll. Um, did you have any idea... 'Cause I'm gonna have to send it. Typically takes most likely, they won't let me know till tomorrow. Um, I'll be giving you a call back in the morning if that's fine. Is that a good number to reach you at?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then did you want me to go over... 'Cause I'm pretty sure you're gonna be eligible just by looking at the date, but I still have to send it. Did you already have an idea what you wanted to be enrolled into by any chance? Or did you want me to go over any of the plans that you might have questions about?

Speaker speaker\_1: What I really need-

Speaker speaker\_0: 'Cause you're eligible as a...

Speaker speaker\_2: Is like-

Speaker speaker\_0: You can enroll into anything.

Speaker speaker\_1: What I really need is, is like the basics. Um, just like the medical, dental, vision.

Speaker speaker\_0: Mm-hmm. Okay.

Speaker speaker\_1: But it's-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... for little old me. So it's not like I have to go like excessive with what I'm doing.

Speaker speaker\_0: Gotcha. 'Cause-

Speaker speaker\_1: Um, I just wanna make sure that I'm covered, like if something were to happen 'cause I'm usually like never sick, but as sure as I'm just going to say that I'll be like-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... "Oh, if I was the one."

Speaker speaker\_0: Yeah. 'Cause I'm looking at your past enrollments, and it looks like you used to have the VIP Plus, which is only your medical plan. That only covers doctor visits of sick, hospital visits of injured, urgent care, emergency room and surgeries. It doesn't cover preventative services, which are considered like your checkups visi- like your physicals.

Speaker speaker\_1: Which I do need now because I do take, um, a daily medication.

Speaker speaker\_0: Ah, yes.

Speaker speaker\_1: So I do need to make sure that that is covered.

Speaker speaker\_0: So all of the medical plans that they offer have their prescription benefits. So all of them have, um, coverage when it comes to their prescriptions. But to find out if a certain medication is covered, you would have to contact the carrier of the, of, um, that prescription benefit or the pharmacy. Do you want me to provide that number to you just in case they tell me, "Yes, she is eligible"? Um, I don't know if you want in a call before enrolling just to see if those medication that you're like on is covered or not. Did you want any of that information?

Speaker speaker\_1: Yeah. That'd be great.

Speaker speaker\_0: Okay. So if you were to select the preventative plan that only covers preventative services, that one's called the Stay Healthy. If you select that one, the carrier for your prescriptions is MedImpact, which is M-E-D-I-M-P-A-C-T. And the phone number, let me know when you're ready.

Speaker speaker\_1: Hold on one second. I just realized, like thi- I, I, I do not even have a PIN. Um, I thought you were gonna send it to me in an email, and I literally just completely spaced

out. So...

Speaker speaker\_0: Oh, that's okay.

Speaker speaker\_1: Um, is there any way that you can email that to me?

Speaker speaker\_0: And if... Yeah. So if you want, I can just go ahead and send you the benefit guide, and then on the email I'll write down the number of-

Speaker speaker\_1: That would be great.

Speaker speaker\_0: ... um, I'll write down the number for the Stay Healthy and you see... Give me one second. I'll go ahead and... Um, I'll go ahead and write that number down for the plans, and then you can just call to see, at least to know if that prescription is covered or not. And then they'll be the ones to let you know, "Oh, yeah. That's something that we cover," or, "No. That's not something we'll be able to cover." Um, and then I'll go ahead and send that eligibility review to see if you're eligible for enrollment, okay? And then most likely, they'll let me know tomorrow, and I'll be giving you a call tomorrow. Is there, um, a certain number you want me to call? I have the one that ends in s- t- 1069.

Speaker speaker\_3: That's my cell phone, so that's perfect.

Speaker speaker\_0: Okay. So I'll be, um, I'm gonna go ahead and submit that email, and then I'm gonna also send you that email right now. Um, can I put you in a brief hold while I send you that information?

Speaker speaker\_3: Sure. That'd be great. Thanks.

Speaker speaker\_0: Okay. Give me one sec. I'll be right back.

Speaker speaker\_3: Thanks. Ow. Oh my gosh, hold on. Before I forget... Nope, let me just look up... I don't know how close this is. Uh... Okay. This is the lady that does my sister's hair, and she just did mine this last time. She was lovely. So if you wanna give her a call and... Oh no, this isn't close enough. I just did... Um, if you wanna see if that's close enough to you. No problem. I d- I do have a little bit of the red in it right now. But she said my sister's had, like, real red hair for 10 years. Bloody hell. Hey, yo.