

## **Transcript: Estefania**

**Acevedo-4897863514931200-6561316696702976**

### **Full Transcript**

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Oh. Thank you for calling the benefits of your card. My name is Stephanie. How can I assist you? Yes, I'm calling to see if this is about, um, I have insurance through my job. And, uh, I'm calling after receiving text messages about, uh, about, uh, calling. It's just for, relating to Hamilton Rankin, Rankers. Okay. Yeah, I can check. Um, what does the text say? The text say, um, "Welcome to Hamilton Rankers. Call Benefit N card at 1-800 to enroll in the health insurance benefit before you're one to close the old plan and So this probably be a different one. Sorry, sorry, I got the wrong number. No, it's okay. So we are the healthcare administrators for staff and agencies, and that is one of the, um, agencies that we administrate. So that's technically letting you know that you have 30 days from the day that you receive your first check to be eligible to enroll into healthcare benefits that they offer, such as, like, dental, vision, preventative plan. Um, it's just letting you know as a reminder that you're within that window. So if you are interested in enrolling into healthcare benefits, it would be the time. Um, but it's something... It's not mandatory, it's something optional. Well, they taking \$50 out my check every week, so. Hm, do you want me to double-check to see if it's... If you do have coverage? 'Cause I wouldn't- Yes. ... know. Like I would- Yes. ... have to get in your account. Um, you said you're with Hamilton Record? And what are the last four of your Social? 4810. Okay. And then what's your first and last name? Lorenzo Spencer. Okay, and for security purposes, could you please verify your address as well as your date of birth? 75 Bynum Road, um, A-Bynum Road, Nelson, Mississippi, um, the zip code 38858. And my birthday is 4/3/80. Okay, is your phone number still the 662-877-1044? Yes, ma'am. And then I have hospencer1@gmail.com as your email file. Is that still up to date? Yes, ma'am. Okay, so... Okay. So, so you do have active coverage. Um, you may just be getting those text messages as a reminder, just because they automatically send those to their members. So I would just disregard of them, because you do have active coverage. Okay. Well, do we It looks like it became active today, actually, so I would just ignore the messages. Oh, okay. Um, so who... So I got insurance or if I need to go to the medical, um... It looks like you need a phone number for who we need to call for your benefits, your fees. Yeah, I need a phone- So, so this is the first week that you have active coverage. Um, since this is the first week that your coverage is active, by Thursday or Friday you should be receiving your cards. So you're gonna get your dental card, your vision card, your preventative card. And then on those cards there's the pha- pharmacy information, as well as the multi-plan network's phone number, which gives you access to the preferred providers that take that insurance. Um, I was gonna let you know that for your medical card, the VIP standard, normally they don't send those cards out to the members. If you do wish a, to have a physical one, I can go ahead and put in a request since you have active coverage. And then it should take, like, 7 to 10 business days

for you to receive that card. But either Thursday or Friday you should be getting the other three, the dental, vision and then your preventative. But if you wish I can go ahead and put in a request for the medical card to actually come in physically to your house. Yes, ma'am. Yes, ma'am. Okay? And then if for some reason you have, like, a doctor's appointment before you receive those cards, you're welcome to give us a call. Maybe either by Wednesday we should have them, um, available via email. Okay. Okay. So we can send them to you em- um, through email also. Oh, okay. But you should get them by Thursday or Friday. Okay? Um, do you want me to go ahead and put in that request for your VIP standard? Yes, ma'am. Okay, I'll go ahead and do that. And then, um, do you still want those numbers 'cause I, I kind of overheard. Um, do you want me to provide those numbers to you? 'Cause like I said, you're gonna get that information either on Thursday or Friday when you receive your cards. But I can still provide those numbers to you. Um, I think we have, have done right with, with- Okay. Yes, yes, give me the number. Okay. Um, do you want the numbers for all of your carriers and stuff? Uh, yeah. Yes. Yes. Okay. So for your vision plan, it's gonna be through MetLife. And then let me know when you're ready for that number. Go ahead. It's gonna... For vision it's MetLife, so that's M-E-T-L-I-F-E. Their phone numbers for the providers, it would be 800-615-1883. So that's for visions. Okay. Then for your-... preventative plan. What's, what's the last four of the, um, 65- Oh, um, it's 1883, the last four. So, 800-615-1883. 1883. Okay. Do y- Um, do you actually want me to send that to you through a email instead, so you don't have to write all of that? Yeah. Yeah. Okay. So, um, I'll write the phone numbers down and then just go ahead and send them to that email file. And then remember, you should be getting your cards by either Thursday or Friday of this week, and if for some reason you have a doctor's appointment coming up, um, before you get those cards, you're welcome to give us a call and we could see if that policy number is available and go ahead and send it to you through email. But if you want for now, I can go ahead and send you the, um, the information of the providers. Yes. Yes, ma'am. Go ahead and do that. And thank you. Okay. You're welcome. Um, can I put you in a brief hold while I send you that to your email file? Yes. Okay. Thank you. Hello? Oh, uh, hold on. Let me do this, man. Hello? My name? Yeah. Name first, and then your address. Address. Okay. Thanks.

## Conversation Format

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

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

Speaker speaker\_1: Oh.

Speaker speaker\_2: Thank you for calling the benefits of your card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, I'm calling to see if this is about, um, I have insurance through my job. And, uh, I'm calling after receiving text messages about, uh, about, uh, calling. It's just for, relating to Hamilton Rankin, Rankers.

Speaker speaker\_2: Okay. Yeah, I can check. Um, what does the text say?

Speaker speaker\_1: The text say, um, "Welcome to Hamilton Rankers. Call Benefit N card at 1-800 to enroll in the health insurance benefit before you're one to close the old plan and

Speaker speaker\_3: So this probably be a different one. Sorry, sorry, I got the wrong number.

Speaker speaker\_2: No, it's okay. So we are the healthcare administrators for staff and agencies, and that is one of the, um, agencies that we administrate. So that's technically letting you know that you have 30 days from the day that you receive your first check to be eligible to enroll into healthcare benefits that they offer, such as, like, dental, vision, preventative plan. Um, it's just letting you know as a reminder that you're within that window. So if you are interested in enrolling into healthcare benefits, it would be the time. Um, but it's something... It's not mandatory, it's something optional.

Speaker speaker\_1: Well, they taking \$50 out my check every week, so.

Speaker speaker\_2: Hm, do you want me to double-check to see if it's... If you do have coverage? 'Cause I wouldn't-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... know. Like I would-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... have to get in your account. Um, you said you're with Hamilton Record? And what are the last four of your Social?

Speaker speaker\_1: 4810.

Speaker speaker\_2: Okay. And then what's your first and last name?

Speaker speaker\_1: Lorenzo Spencer.

Speaker speaker\_2: Okay, and for security purposes, could you please verify your address as well as your date of birth?

Speaker speaker\_1: 75 Bynum Road, um, A- Bynum Road, Nelson, Mississippi, um, the zip code 38858. And my birthday is 4/3/80.

Speaker speaker\_2: Okay, is your phone number still the 662-877-1044?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And then I have hospencer1@gmail.com as your email file. Is that still up to date?

Speaker speaker\_1: Yes, ma'am. Okay, so...

Speaker speaker\_2: Okay. So, so you do have active coverage. Um, you may just be getting those text messages as a reminder, just because they automatically send those to their members. So I would just disregard of them, because you do have active coverage.

Speaker speaker\_1: Okay. Well, do we

Speaker speaker\_3: It looks like it became active today, actually, so I would just ignore the messages.

Speaker speaker\_1: Oh, okay. Um, so who... So I got insurance or if I need to go to the medical, um...

Speaker speaker\_4: It looks like you need a phone number for who we need to call for your benefits, your fees.

Speaker speaker\_1: Yeah, I need a phone-

Speaker speaker\_2: So, so this is the first week that you have active coverage. Um, since this is the first week that your coverage is active, by Thursday or Friday you should be receiving your cards. So you're gonna get your dental card, your vision card, your preventative card. And then on those cards there's the pha- pharmacy information, as well as the multi-plan network's phone number, which gives you access to the preferred providers that take that insurance. Um, I was gonna let you know that for your medical card, the VIP standard, normally they don't send those cards out to the members. If you do wish a, to have a physical one, I can go ahead and put in a request since you have active coverage. And then it should take, like, 7 to 10 business days for you to receive that card. But either Thursday or Friday you should be getting the other three, the dental, vision and then your preventative. But if you wish I can go ahead and put in a request for the medical card to actually come in physically to your house.

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_2: Okay? And then if for some reason you have, like, a doctor's appointment before you receive those cards, you're welcome to give us a call. Maybe either by Wednesday we should have them, um, available via email.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: So we can send them to you em- um, through email also.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: But you should get them by Thursday or Friday. Okay? Um, do you want me to go ahead and put in that request for your VIP standard?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, I'll go ahead and do that. And then, um, do you still want those numbers 'cause I, I kind of overheard. Um, do you want me to provide those numbers to you? 'Cause like I said, you're gonna get that information either on Thursday or Friday when you receive your cards. But I can still provide those numbers to you.

Speaker speaker\_1: Um, I think we have, have done right with, with-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, yes, give me the number.

Speaker speaker\_2: Okay. Um, do you want the numbers for all of your carriers and stuff?

Speaker speaker\_4: Uh, yeah. Yes.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. So for your vision plan, it's gonna be through MetLife. And then let me know when you're ready for that number.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: It's gonna... For vision it's MetLife, so that's M-E-T-L-I-F-E. Their phone numbers for the providers, it would be 800-615-1883. So that's for visions.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Then for your-... preventative plan.

Speaker speaker\_5: What's, what's the last four of the, um, 65-

Speaker speaker\_2: Oh, um, it's 1883, the last four. So, 800-615-1883.

Speaker speaker\_5: 1883. Okay.

Speaker speaker\_2: Do y- Um, do you actually want me to send that to you through a email instead, so you don't have to write all of that?

Speaker speaker\_5: Yeah. Yeah.

Speaker speaker\_2: Okay. So, um, I'll write the phone numbers down and then just go ahead and send them to that email file. And then remember, you should be getting your cards by either Thursday or Friday of this week, and if for some reason you have a doctor's appointment coming up, um, before you get those cards, you're welcome to give us a call and we could see if that policy number is available and go ahead and send it to you through email. But if you want for now, I can go ahead and send you the, um, the information of the providers.

Speaker speaker\_5: Yes. Yes, ma'am. Go ahead and do that. And thank you.

Speaker speaker\_2: Okay. You're welcome. Um, can I put you in a brief hold while I send you that to your email file?

Speaker speaker\_5: Yes.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_6: Hello?

Speaker speaker\_5: Oh, uh, hold on. Let me do this, man. Hello? My name? Yeah.

Speaker speaker\_6: Name first, and then your address.

Speaker speaker\_5: Address. Okay. Thanks.