

## **Transcript: Estefania**

**Acevedo-4922803139297280-5220490342481920**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. I'm trying to find me a, a psychologist here in, where, where I live. Um, what would the, the insurance name be? Um, so I have to get in your file to see what plans you have. Oh. Um, and then I can actually provide the contact number to find providers, but I have to get in your file first. So- What's the name of the staffing agency? Uh, it's American Staffing Company. Okay. And then, what is the last four of your social? It's 7663. I'm sorry, what was that? It's 7663. And your first and last name? That's Joshua Nation. Okay. For security purposes, can you verify your address and date of birth? Uh, yes, ma'am. My date of birth is 05/20/1999. Mm-hmm. And my address is 8346 North Palm Road, 123 Willard, Missouri, 65781. And I have 601-669-7958 as your phone number? Mm, yes, ma'am. Joshua.Nation915@yahoo.com. Is that up to date? Yes, ma'am. So the plan that you have is the VIP Plus. It doesn't require a, an n-network, meaning you don't have to use only the list of their preferred providers to receive coverage. As long as the provider accepts it, then you can use it. So as long as they say, "Yes, we can take this insurance, um, and we accept it," you, they can use it. It doesn't require a network. Um, but if you do want the network number to find a provider, I can give it to you as well as... I'm not sure if that's something that they cover. I wouldn't be able to tell you, um, so I would also call the carrier just to be sure that that's something that's covered under the plan that you have. Mm, yes- So would you like me to give you those two contact numbers? Okay. So first, I would call the carrier to ask first to know if that's even covered. If it is, then you can go ahead and go wherever you want as long as they accept it. If it's out-of-network, as long as they take it, then you can use it. If they don't, then you're welcome to call the number that I'm gonna give to you as well. But I would contact the carrier 'cause they're, they're gonna be the ones to let you know if that's something that they cover or not. Yes, ma'am. Uh, uh, I'm ready. Okay. So the carrier's name of your plan is APL which stands for American Public Life, and their phone number is 800-256-8606. Okay? And then the number to find a in-network provider is gonna be 800-457-1403. So the first number is to ask if that's something that they cover and the second one is to find a in-network provider. Mm, yes, ma'am. Did you want me to transfer you to American Public Life so that you can ask first? Um, mm, no, ma'am. I, I will... Uh, if I need anything, I, I can call these numbers. Okay, that's fine. And then if you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern Time. Mm, yes, ma'am. All right. I hope you have a great day. Yes, ma'am. You too.

### **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: Uh, yes, ma'am. I'm trying to find me a, a psychologist here in, where, where I live. Um, what would the, the insurance name be?

Speaker speaker\_0: Um, so I have to get in your file to see what plans you have.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Um, and then I can actually provide the contact number to find providers, but I have to get in your file first.

Speaker speaker\_1: So-

Speaker speaker\_0: What's the name of the staffing agency?

Speaker speaker\_1: Uh, it's American Staffing Company.

Speaker speaker\_0: Okay. And then, what is the last four of your social?

Speaker speaker\_1: It's 7663.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: It's 7663.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: That's Joshua Nation.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Uh, yes, ma'am. My date of birth is 05/20/1999.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And my address is 8346 North Palm Road, 123 Willard, Missouri, 65781.

Speaker speaker\_0: And I have 601-669-7958 as your phone number?

Speaker speaker\_1: Mm, yes, ma'am.

Speaker speaker\_0: Joshua.Nation915@yahoo.com. Is that up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So the plan that you have is the VIP Plus. It doesn't require a, an n-network, meaning you don't have to use only the list of their preferred providers to receive coverage. As long as the provider accepts it, then you can use it. So as long as they say, "Yes, we can take this insurance, um, and we accept it," you, they can use it. It doesn't require a network. Um, but if you do want the network number to find a provider, I can give it to you as well as... I'm not sure if that's something that they cover. I wouldn't be able to tell you, um, so I

would also call the carrier just to be sure that that's something that's covered under the plan that you have.

Speaker speaker\_1: Mm, yes-

Speaker speaker\_0: So would you like me to give you those two contact numbers?

Speaker speaker\_1: Okay.

Speaker speaker\_0: So first, I would call the carrier to ask first to know if that's even covered. If it is, then you can go ahead and go wherever you want as long as they accept it. If it's out-of-network, as long as they take it, then you can use it. If they don't, then you're welcome to call the number that I'm gonna give to you as well. But I would contact the carrier 'cause they're, they're gonna be the ones to let you know if that's something that they cover or not.

Speaker speaker\_1: Yes, ma'am. Uh, uh, I'm ready.

Speaker speaker\_0: Okay. So the carrier's name of your plan is APL which stands for American Public Life, and their phone number is 800-256-8606. Okay? And then the number to find a in-network provider is gonna be 800-457-1403. So the first number is to ask if that's something that they cover and the second one is to find a in-network provider.

Speaker speaker\_1: Mm, yes, ma'am.

Speaker speaker\_0: Did you want me to transfer you to American Public Life so that you can ask first?

Speaker speaker\_1: Um, mm, no, ma'am. I, I will... Uh, if I need anything, I, I can call these numbers.

Speaker speaker\_0: Okay, that's fine. And then if you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern Time.

Speaker speaker\_1: Mm, yes, ma'am.

Speaker speaker\_0: All right. I hope you have a great day.

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