

## **Transcript: Estefania**

**Acevedo-5143444439744512-6121736990932992**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Oxford Global. Um, I'm so sorry for calling you again. I just wanted to verify that urgent care would be covered because I did see in your guide that it says Walmart Health Virtual Care, but that's virtually. So if you want, I can offer you the carrier's information just so that you're 100% sure if that is covered or not. Okay. So are you sure it's- I'm sorry. ... it's, it's not covered you're saying? Um, since it says virtual care, I just want to make sure that I'm giving you the right information because I know they do cover Walmart Health Virtual Care, but I just want to make sure that you can go to the urgent care and not be charged without being unexpected. Um- Hmm. ... so if you want, I can provide you the carrier's phone number and they would verify if your coverage would, um, cover urgent care. I'm pretty sure it will, but I just want to make sure before I tell you that it will. Okay. All right. Okay. Okay? Um, let me know when you're ready for that phone number. Yeah, go ahead, please. It's 800- Uh- ... 256- Okay. ... 8606. So that's 256-8606. And that's American Public Life. Okay. All right. Okay. All right? Thank you. All right, so I would just be giving that number a call and I would ask them that, okay, just to be sure, because that's the carrier. Okay. All right. Okay. All right. Well, I hope you have a great day. Thank you. You have a good day too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Oxford Global. Um, I'm so sorry for calling you again. I just wanted to verify that urgent care would be covered because I did see in your guide that it says Walmart Health Virtual Care, but that's virtually. So if you want, I can offer you the carrier's information just so that you're 100% sure if that is covered or not.

Speaker speaker\_2: Okay. So are you sure it's-

Speaker speaker\_1: I'm sorry.

Speaker speaker\_2: ... it's, it's not covered you're saying?

Speaker speaker\_1: Um, since it says virtual care, I just want to make sure that I'm giving you the right information because I know they do cover Walmart Health Virtual Care, but I just want to make sure that you can go to the urgent care and not be charged without being

unexpected. Um-

Speaker speaker\_2: Hmm.

Speaker speaker\_1: ... so if you want, I can provide you the carrier's phone number and they would verify if your coverage would, um, cover urgent care. I'm pretty sure it will, but I just want to make sure before I tell you that it will.

Speaker speaker\_2: Okay. All right. Okay.

Speaker speaker\_1: Okay? Um, let me know when you're ready for that phone number.

Speaker speaker\_2: Yeah, go ahead, please.

Speaker speaker\_1: It's 800-

Speaker speaker\_2: Uh-

Speaker speaker\_1: ... 256-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 8606. So that's 256-8606. And that's American Public Life.

Speaker speaker\_2: Okay. All right. Okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All right, so I would just be giving that number a call and I would ask them that, okay, just to be sure, because that's the carrier.

Speaker speaker\_2: Okay. All right. Okay.

Speaker speaker\_1: All right. Well, I hope you have a great day.

Speaker speaker\_2: Thank you. You have a good day too. Bye-bye.