

## Transcript: Estefania

**Acevedo-5215890500534272-6228552655093760**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, good morning, Stephanie. Um, uh, this is Shudah Ibrahim and, um, the, the benefits, uh, Benefits in Cards, uh, I found that it's, uh, my card is okay, but my wife's name is wrong. So can I fix it? Yes, sir. Um, what staffing agency do you work for? ATC. Okay. And then what are the last four of your social? 5347. Okay. 5347. And then your first and last name, please? Sh-my name is Shudah Ibrahim. Okay. And my wife- For security purposes, could you please verify your address and date of birth for me? Oh, sure. Um, the address first is 808 Cedar Street, Wheaton, New Jersey, 07005. And date of birth, Christmas 1961. I mean, December 25, 1961. Thank you. And then I have the phone number as 201-349-2948. Is that correct? Yeah. Yeah, that's the one I'm calling. And then I have shenci25@yahoo.com. Yes, yahoo.com. Yes. Yes. Okay. And then, um, what's her name? I have Maria's... Cecilia is wrong. I, I, I, I called them over the phone and I think it's... They put it wrong. It's Cecilia- Okay. ... with not with S, with C. With C? Yeah. Can you spell that for me? Yeah. Uh, so I'm gonna spell it, uh, all the name for you. Okay, thank you. C-E... You're- Give me one second. Sorry. It's okay. Sorry. Please. Is her first name correct? Maria, yes. Okay. All right. Can you spell that? Cecilia is written C-E-C-I-L-I-A. Okay. I have C-E-C-I-L-I-A. Yeah. Cecilia, yes. Okay. And then what about the last name? Is that correct? Everything is correct except this one. Uh, instead of, uh, S-I, uh, C-E. Okay. Yeah, I fixed it already. Yeah. I appreciate it. Was that the only thing you needed me to fix? For now, yeah. Okay. Appreciate it. All right. Have a nice- And by the way, can I ask you... By the way, uh, if I want to know my, uh, my benefits because I never use it, I just paying and I never use it, so there is a booklet or a site or something that I can read that, uh- Yeah. Yeah. So if you want, I can send you the benefit guide. That benefit guide is going to have the plan that you selected and the service that it covers. Yes, please. I'd love to because I'm paying for something even I don't know how to use it. So far, so- Okay. So if you want- Okay? ... I can give you some information. With the plan that you have, it's a preventative plan, meaning it's going to cover like one physical visit, some vaccines, some STD screenings, some cancer screening, but it's only a preventative plan, meaning it's not going to cover- Yeah. ... doctor visits if sick, hospital visits if injured, urgent care, emergency room nor surgery. So it's just for your preventative services and with the plan that you have, it does- It means if I go to the, uh, doctor and after he asked me to do, uh, some procedure, can you explain like, uh- Like a physical? Uh, if you need to do some... certain exam is gonna, you know, so... Yeah. So it's for your preventative service. So for those services- Okay. Thank you. ... that keep you- Yeah. ... for those services that keep you like up to health. Yeah. And that's what I want. Yeah. Mm-hmm. Perfect. Thank you. And then it does require you to stay within the network. So you do have to only use your clinic to be covered. Um, and then it gives you access to the multi-plan network. That's the number that you would

contact to find a list of providers that take that insurance. So it is important that you do stay in the network, um, because if you go outside of the network then you won't have coverage. So it is important that you know that you do have to stay within the network. And the co-payment for any visit, uh? So you're covered at 100% as long as you stay within the network. Oh, perfect. Perfect. Okay. So as long as you stay within the network, okay? Um, but let me go ahead and send you that benefit guide. Yes, please. Appreciate it. Um, do you mind verifying to see if you've received it? I sent it to your email. Give me just a second. It takes a couple of, uh, you know, months. And it's gonna come, it's gonna come from an email that- It takes a couple of minutes to do it. Okay. shenci25@yahoo.com. Yeah, it's gonna come from an email that says info@benefitsinacard.com. Perfect. Okay. It's gonna take a couple of minutes. Yeah, I didn't receive it yet. So, uh... I'm sorry your name is Christine? Christine? I'm... No. My name is Stephanie. Stephanie, I'm sorry. No, I didn't ignore that one. You know, I know it's gonna take a couple of minutes to come. It's not going to be that, uh, fast, but at least you sent it to shenci25, right? Yes, sir. Yeah, it's gonna, uh, it's gonna arrive anyway. Okay? Okay. I don't want to take your time. All right. And I appreciate your concern. Thanks. Thanks a lot. You're welcome. Have a nice day, sir. The same to you. Thanks. Okay, bye-bye.

## 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, good morning, Stephanie. Um, uh, this is Shudah Ibrahim and, um, the, the benefits, uh, Benefits in Cards, uh, I found that it's, uh, my card is okay, but my wife's name is wrong. So can I fix it?

Speaker speaker\_0: Yes, sir. Um, what staffing agency do you work for?

Speaker speaker\_1: ATC.

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

Speaker speaker\_1: 5347.

Speaker speaker\_0: Okay. 5347. And then your first and last name, please?

Speaker speaker\_1: Sh- my name is Shudah Ibrahim.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And my wife-

Speaker speaker\_0: For security purposes, could you please verify your address and date of birth for me?

Speaker speaker\_1: Oh, sure. Um, the address first is 808 Cedar Street, Wheaton, New Jersey, 07005. And date of birth, Christmas 1961. I mean, December 25, 1961.

Speaker speaker\_0: Thank you. And then I have the phone number as 201-349-2948. Is that correct?

Speaker speaker\_1: Yeah. Yeah, that's the one I'm calling.

Speaker speaker\_0: And then I have shenci25@yahoo.com.

Speaker speaker\_1: Yes, yahoo.com. Yes. Yes.

Speaker speaker\_0: Okay. And then, um, what's her name? I have Maria's...

Speaker speaker\_1: Cecilia is wrong. I, I, I, I called them over the phone and I think it's... They put it wrong. It's Cecilia-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... with not with S, with C.

Speaker speaker\_0: With C?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: Yeah. Uh, so I'm gonna spell it, uh, all the name for you.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: C-E... You're-

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

Speaker speaker\_1: It's okay. Sorry. Please.

Speaker speaker\_0: Is her first name correct?

Speaker speaker\_1: Maria, yes.

Speaker speaker\_0: Okay. All right. Can you spell that?

Speaker speaker\_1: Cecilia is written C-E-C-I-L-I-A.

Speaker speaker\_0: Okay. I have C-E-C-I-L-I-A.

Speaker speaker\_1: Yeah. Cecilia, yes.

Speaker speaker\_0: Okay. And then what about the last name? Is that correct?

Speaker speaker\_1: Everything is correct except this one. Uh, instead of, uh, S-I, uh, C-E.

Speaker speaker\_0: Okay. Yeah, I fixed it already.

Speaker speaker\_1: Yeah. I appreciate it.

Speaker speaker\_0: Was that the only thing you needed me to fix?

Speaker speaker\_1: For now, yeah. Okay. Appreciate it.

Speaker speaker\_0: All right. Have a nice-

Speaker speaker\_1: And by the way, can I ask you... By the way, uh, if I want to know my, uh, my benefits because I never use it, I just paying and I never use it, so there is a booklet or a site or something that I can read that, uh-

Speaker speaker\_0: Yeah. Yeah. So if you want, I can send you the benefit guide. That benefit guide is going to have the plan that you selected and the service that it covers.

Speaker speaker\_1: Yes, please. I'd love to because I'm paying for something even I don't know how to use it. So far, so-

Speaker speaker\_0: Okay. So if you want-

Speaker speaker\_1: Okay?

Speaker speaker\_0: ... I can give you some information. With the plan that you have, it's a preventative plan, meaning it's going to cover like one physical visit, some vaccines, some STD screenings, some cancer screening, but it's only a preventative plan, meaning it's not going to cover-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... doctor visits if sick, hospital visits if injured, urgent care, emergency room nor surgery. So it's just for your preventative services and with the plan that you have, it does-

Speaker speaker\_1: It means if I go to the, uh, doctor and after he asked me to do, uh, some procedure, can you explain like, uh-

Speaker speaker\_0: Like a physical?

Speaker speaker\_1: Uh, if you need to do some... certain exam is gonna, you know, so...

Speaker speaker\_0: Yeah. So it's for your preventative service. So for those services-

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: ... that keep you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... for those services that keep you like up to health.

Speaker speaker\_1: Yeah. And that's what I want. Yeah.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Perfect. Thank you.

Speaker speaker\_0: And then it does require you to stay within the network. So you do have to only use your clinic to be covered. Um, and then it gives you access to the multi-plan network. That's the number that you would contact to find a list of providers that take that insurance. So it is important that you do stay in the network, um, because if you go outside of

the network then you won't have coverage. So it is important that you know that you do have to stay within the network.

Speaker speaker\_1: And the co-payment for any visit, uh?

Speaker speaker\_0: So you're covered at 100% as long as you stay within the network.

Speaker speaker\_1: Oh, perfect. Perfect. Okay.

Speaker speaker\_0: So as long as you stay within the network, okay? Um, but let me go ahead and send you that benefit guide.

Speaker speaker\_1: Yes, please. Appreciate it.

Speaker speaker\_0: Um, do you mind verifying to see if you've received it? I sent it to your email.

Speaker speaker\_1: Give me just a second. It takes a couple of, uh, you know, months.

Speaker speaker\_0: And it's gonna come, it's gonna come from an email that-

Speaker speaker\_1: It takes a couple of minutes to do it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: shenci25@yahoo.com.

Speaker speaker\_0: Yeah, it's gonna come from an email that says info@benefitsinacard.com.

Speaker speaker\_1: Perfect. Okay. It's gonna take a couple of minutes. Yeah, I didn't receive it yet. So, uh... I'm sorry your name is Christine? Christine?

Speaker speaker\_0: I'm... No. My name is Stephanie.

Speaker speaker\_1: Stephanie, I'm sorry. No, I didn't ignore that one. You know, I know it's gonna take a couple of minutes to come. It's not going to be that, uh, fast, but at least you sent it to shenci25, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yeah, it's gonna, uh, it's gonna arrive anyway. Okay?

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't want to take your time.

Speaker speaker\_0: All right.

Speaker speaker\_1: And I appreciate your concern. Thanks. Thanks a lot.

Speaker speaker\_0: You're welcome. Have a nice day, sir.

Speaker speaker\_1: The same to you. Thanks. Okay, bye-bye.