

Transcript: Estefania

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Full Transcript

Thank you for calling Benison Center. Uh, my name is Stephanie. How can I assist you? Hey, Stephanie. My name's, uh, Cody. I'm trying to... I can't, I can't log in to see, like... I'm trying to see where I can take my kid to for urgent care that takes his insurance, 'cause I come to one and they don't take it. Okay. I have to get on your file to see which plan you have. Um, what staffing agency do you work for? I got you. Accuforce. Okay. And then, what are the last four of your social? 1141. Okay. For security purposes, can you verify your address and date of birth? Uh, 1400 Black Rose Road, uh, 5/13/96. Okay, thank you. And then what was that city and state? Uh, Bristol, Tennessee 37620. And then I have 423-83-8... I'm sorry, 423-383-4711 as your phone number? Yeah, that's right. Okay. So, you have the VIP Plus. Um, that one doesn't require a in-network requirement, but I can go ahead and give you a phone number to contact if you wanna stay within the network. But your medical plan doesn't require you to be within a network as long as the provider accepts that insurance. But like I said, I can still provide you the phone number if you wanna stay within the network. Oh, yeah. That would be cool 'cause I had to put... The place I come to said they don't take the insurance. They're not, like, in the, within the network. Well, that plan doesn't require a in-network requirement. They probably just didn't take it. Um, but I can still give you the phone number. Okay. Okay, yeah. No, if... I, I'll go to the other one and see what they say. I got you. Thank you. Um, do you still want it though, just in case? So you don't have to call back. Uh, yeah. Hold on. Okay. Yeah, you can give it to me right now. That's 800-0- Uh-huh. ...4-5-7- Okay. ...14-0-3. Okay, cool. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benison Center. Uh, my name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. My name's, uh, Cody. I'm trying to... I can't, I can't log in to see, like... I'm trying to see where I can take my kid to for urgent care that takes his insurance, 'cause I come to one and they don't take it.

Speaker speaker_0: Okay. I have to get on your file to see which plan you have. Um, what staffing agency do you work for?

Speaker speaker_1: I got you. Accuforce.

Speaker speaker_0: Okay. And then, what are the last four of your social?

Speaker speaker_1: 1141.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, 1400 Black Rose Road, uh, 5/13/96.

Speaker speaker_0: Okay, thank you. And then what was that city and state?

Speaker speaker_1: Uh, Bristol, Tennessee 37620.

Speaker speaker_0: And then I have 423-83-8... I'm sorry, 423-383-4711 as your phone number?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: Okay. So, you have the VIP Plus. Um, that one doesn't require a in-network requirement, but I can go ahead and give you a phone number to contact if you wanna stay within the network. But your medical plan doesn't require you to be within a network as long as the provider accepts that insurance. But like I said, I can still provide you the phone number if you wanna stay within the network.

Speaker speaker_1: Oh, yeah. That would be cool 'cause I had to put... The place I come to said they don't take the insurance. They're not, like, in the, within the network.

Speaker speaker_0: Well, that plan doesn't require a in-network requirement. They probably just didn't take it. Um, but I can still give you the phone number.

Speaker speaker_1: Okay. Okay, yeah. No, if... I, I'll go to the other one and see what they say. I got you. Thank you.

Speaker speaker_0: Um, do you still want it though, just in case? So you don't have to call back.

Speaker speaker_1: Uh, yeah. Hold on.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, you can give it to me right now.

Speaker speaker_0: That's 800-0-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ...4-5-7-

Speaker speaker_1: Okay.

Speaker speaker_0: ...14-0-3.

Speaker speaker_1: Okay, cool. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.