

Transcript: Estefania

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Full Transcript

Thank you for calling Medical Acquires. My name is Stephanie. How can I assist you? Hello? Uh, I am David. I have an appointment with, uh, Doctor Michael Maya, but I, I live in Columbus, Ohio. I don't know where, where my doctor is. Okay. Um, so I have to see what plans you have and once I see what plans you have... Have you received your cards, like, uh, in the mail? Yes. You have? Um, so on those same cards that you received, it should provide you a contact number to reach out to find doctors near your area. You will just have to call that number but if you want, let me get in your file to see what plans you have as well as I can just provide them over the phone to you. Uh, what's the name of the staffing agency that you work for? But they... I, I don't speak English very well, but, uh, you so fa... You fast. Um, what language do you speak? I can get a translator on the phone. We have translators. Uh, Haitian, Haitian Creole. Pardon? Okay. Give me one second. Yeah, Haitian, Haitian Creole. Gotcha. Give me one second. I'ma get a translator that speaks Haitian Creole. Okay. Okay? Give me one second. Okay. Yes. All right. All right sir, do I still have you on the line? Yes. All right. Um, I have an interpreter here with me. Hello? I don't remember what you said. . . . Yeah. . . . Okay. ■ok. . Okay. ■ok. . All right. Um, I believe you're trying to find providers for the healthcare benefits that you have. I do need the name of your staffing agency and the last four to see what plans you have. Could you please provide that for me? . Okay. My name is David Laudeus. Okay. Um, David, can you see- Laudeus. Laudeus. Thank you. David, can you- Laudeus. Laudeus. David Laudeus. Okay. Thank you. Could you save that for us, please? Could you please give me the name of your staffing agency and the last four of your Socials? .Okay, moi... c'est moi, c'est an Serge. Moi, après travail, j'essaye de recupere assurance. Moi, maintenant, moi, elle est marqué Elixir. Elixir Multi-Plan. Elite? Elite? E-L-I-X-I-R. Okay, comment c'est multi... Your shit like this? Elixir. E-L-I-X, I-R. Elixir. Okay, Elixir. Yeah. Okay. Multi-Plan, Multi-Plan it is visual care. Okay, there the name is Elixir Multi-Plan Vision, uh, Vision Care. Yeah. So- Yeah. I actually need the name of your staffing agency and the last four of your social. You're giving me the plans that you're enrolled into. To give you information, I need to get in your file. Okay, something more urgent to know. I just, uh, okay, stuff, huh? Et par constitue client. Ca, c'est non plan ou est client. Um-hum. You know. Serge. Comment le relais? Serge? Serge. The name is Serge. And then the last four of your social- S-E-R-G-E. Okay. Yeah, Serge. S-E-R-G-E. Okay, picademi en le social ou? Okay, we want the cardenia. Uh, they're going to take on about it, huh? And just the last four. Give me one second, I'm looking for it. Okay, okay. 1402. Yes, the last four. 1402. Okay, it's 1-4-0-2. Yes, 1-4-0-2. Okay, and then what was his, um, full name again? Okay, que tu nom core? David Lourdes. Okay. D-A-V-I-D Lourdes. L-O-U-R-D-S. David as in David, like in David? And Lourdes- Yeah. L as in Luis, O as in Oscar, R as in Robert, D as in David, T as in Tico, U as in Universe, S as in Sara. Okay, thank you. And then can you please verify your

address and date of birth for security purposes? Okay, est-ce que tu peux verifier pour moi address ou date de naissance? Pour reason security. Address, c'est 2708 Primrose Trail, Columbus, Ohio 43231. Et moi fait 27 février 1973. Est-ce que je dirais? Voila, c'est juste pour rapide. Ah, okay. Address-là, c'est... On va voir l'adresse là, avant? Oui. Address là, c'est 2708 Primrose, P-R-I-M-R-O-S-E Trail, P-R-A-I-L. Afterwey? Columbus, Ohio. Zip code d'où ça? Columbus, Ohio 43231. Um, 3-2-31. Yes, Columbus, Ohio. The address is 20... Oui, d'accord, merci. The address is 2708 Primrose Trail, Columbus, Ohio. The zip code is 43231. 4-3-2-3-1. The date of birth is February 27th, 1973. Thank you. Is your phone number still 908-759-2264? Yeah. 2264. Okay, and then I have... Thank you. Then I have your first name, period. Your last name at yahoo.com. Is that up to date? Yes. Okay, thank you. What your email la? Okay. Um, I look- Oui, c'est le même email. It looks like- David.lourdes@yahoo.com. Yes, that's right for the email address. David. your last name at yahoo dot com. Thank you. So it looks like you have the M-E-C tele-R red. So this is your preventative plan. It only covers like a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, alors, uh, il para que au gain, um, comme ci la raconteur M-I-C-E, M-I-C...ou bien M-M-E-C. Et c'est en comme si nous avons un plan de représentant pour vous. Et côté que plan ça le couvrir, uh, comme si la, um, vaccine, okay? Comme si un fait de besoin et physique et que soit vaccine, au cause de la cause de dépistage cancer, okay? Et donc, uh, la, uh, lui c'est pas mode comme si pour était non-réseau.Okay, et puis avec tout, il y a un numéro de téléphone qui vous permet d'ouvrir une option pour faire un plan avec vous- No. ... et puis, pour faire un connais, si vous besoin numéro pour écrire, Mabaou. No, me problem, I'm an angioedrothe. Me, I'm a busy doctor, but if you have an vaccine, I'm a busy with the vaccine. Okay, it's because I just have an issue. I'm having an issue with my eyes. That is why I wanted to see eye doctors, but- Mm-hmm. ... I don't think I need any covers, so physical covers, vaccine, cancer screening, anything like that. You see? Okay. So unfortunately, you don't have a vision plan. Um, you only have the MEC Tyler, which is that preventative plan that only covers preventative visits. That plan doesn't cover dental, does not cover vision, does not cover doctor visit sick, does not cover urgent care neither emergency room. So it's only for preventative visits. You do not have a vision plan. Okay. Alors, nous comprend, oui, mais malheureusement, nous valez plan pour vision. Euh, donc, euh- Mm-hmm. ... c'est bien simplement un plan, un MEC Tyler, et qui c'est comme si un plan repriese pourtant, qui c'est simplement couvrir les visites préventives. Mais plan ça, au gain, il n'est pas couvrir pour, euh, écauser dans, ni pour vision- Mm-hmm. ... ni pour visiter docteur lorgnole problème. Il par ouvrir tout soin médica... Urgence médical. Okay, ni emergency room, ça dit urgence, tout ça. Well, okay. Okay. Unpelleage, vous voyez un problem. Ça me dit bien. On ne vas y chaque semaine, il y a un copulation. Moi, je suis pas un con, merci. Merci beaucoup. Oh, okay, okay, I got it. I thought that, uh, I was be able... Like, uh, I would have this opportunity to came- to come for a, a vision. Mm-hmm. Okay? For my vision, but it's not the case, so okay. We don't... I don't think we, we have to go any further. So thank you. Okay. I was gonna let you know that if you do want to enroll into plans such as vision, dental or any other plan that they offer- Yeah..... you would have to do it within company open enrollment, which is in August. My girl, yes, yes, s'il vous plait. Allo? Okay, it is another question? If you did, oui, mais ça c'est pas... Okay. Mais elle ne nous dit pas ah, oui? Quelle

est la question? Là, okay, I'm translating for him. Okay, one moment. Okay, alors, parfois, connaissez que nous guillon l'autre plan, ta coup plan vision, dentaire, et l'autre plan que nous ca ou fruit, si vous ta vlet, okay, compagnie a li ouvrée pour inscription, à partir d'eux, où tu capvigné là. Okay, connais, allez-vite, après, question là. Bon, mais moi, c'est pas un problème. On connaît chaque semaine, moi, on prend un copie. Moi, parce que je suis pas con, je suis pas une bigane, une bagarre, il me dit une bagarre. Je m'appelle Mme. Taguine Poulière, s'il vous plaît. Okay. Okay. It's because we get... Okay, so it's because you, um, take payment every week- Mm-hmm. ... for that. So, uh, I really hope that we- you would have the efficient plan. So, um, in that case, so I'd- I prefer to cancel the plan. Okay. Um, I do have- Thank you. ... to let you know that cancellations take seven to ten days to process. So due to that, there is a chance that you may experience one or two deductions after the cancellation. If you do see two, however, it shouldn't be more than two. Um, but I can go ahead and cancel it. Okay, alors que nous caillèmets et fait au connaisse, annulation la prend en sept à dix jours pour procéder, okay, leur choisissant annuler. Et à cause de ça, gai un, au cas, gai chance, et expérimenté un déduction après qu'il y ait annulé. Si vous fait ça, donc euh, il ne pas com- ... plicite deux. Donc euh, pas un problème. Nous, on annule lui, mais maintenant, il peut être sûr. Et um, on va bien sûr qu'il y ait deux déductions après annulation. Okay, no problem. Merci beaucoup. No, okay, no problem. Thank you very much. Okay, I'ma go ahead and cancel it so it's been canceled. Thank you for your time. Okay, moi, annuler le pour, c'est à déjà annuler. Merci pour temps vous. Okay, merci beaucoup. That's what the... Interprete pour moi. Can I help you with something? Hey, you're welcome. You had a question, monsieur? Okay, thank me. Okay, yeah, I'm, I'm family. Okay, thank you. I'm out. Thank you. Have a nice day. Okay, thanks. This is Dantabreza. Hi, this is Dantabreza. Is there anything else I can assist you with? No, thank you so much for your help.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Acquires. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello? Uh, I am David. I have an appointment with, uh, Doctor Michael Maya, but I, I live in Columbus, Ohio. I don't know where, where my doctor is.

Speaker speaker_0: Okay. Um, so I have to see what plans you have and once I see what plans you have... Have you received your cards, like, uh, in the mail?

Speaker speaker_1: Yes.

Speaker speaker_0: You have? Um, so on those same cards that you received, it should provide you a contact number to reach out to find doctors near your area. You will just have to call that number but if you want, let me get in your file to see what plans you have as well as I can just provide them over the phone to you. Uh, what's the name of the staffing agency that you work for?

Speaker speaker_1: But they... I, I don't speak English very well, but, uh, you so fa-... You fast.

Speaker speaker_0: Um, what language do you speak? I can get a translator on the phone. We have translators.

Speaker speaker_1: Uh, Haitian, Haitian Creole.

Speaker speaker_0: Pardon? Okay. Give me one second.

Speaker speaker_1: Yeah, Haitian, Haitian Creole.

Speaker speaker_0: Gotcha. Give me one second. I'ma get a translator that speaks Haitian Creole.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Give me one second.

Speaker speaker_1: Okay. Yes. All right.

Speaker speaker_0: All right sir, do I still have you on the line?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Um, I have an interpreter here with me.

Speaker speaker_1: Hello? I don't remember what you said.

Speaker speaker_2: .

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_1: Yeah.

Speaker speaker_2: .

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_1: Okay. ■ok.

Speaker speaker_2: .

Speaker speaker_1: Okay. ■ok.

Speaker speaker_2: .

Speaker speaker_0: All right. Um, I believe you're trying to find providers for the healthcare benefits that you have. I do need the name of your staffing agency and the last four to see what plans you have. Could you please provide that for me?

Speaker speaker_2: .

Speaker speaker_1: Okay. My name is David Laudeus.

Speaker speaker_0: Okay. Um, David, can you see-

Speaker speaker_1: Laudeus. Laudeus.

Speaker speaker_0: Thank you. David, can you-

Speaker speaker_1: Laudeus.

Speaker speaker_2: Laudeus. David Laudeus.

Speaker speaker_0: Okay. Thank you. Could you save that for us, please? Could you please give me the name of your staffing agency and the last four of your Socials?

Speaker speaker_2: .

Speaker speaker_3: Okay, moi... c'est moi, c'est an Serge. Moi, après travail, j'essaye de recupere assurance. Moi, maintenant, moi, elle est marqué Elixir. Elixir Multi-Plan.

Speaker speaker_4: Elite? Elite?

Speaker speaker_3: E-L-I-X-I-R.

Speaker speaker_4: Okay, comment c'est multi... Your shit like this?

Speaker speaker_3: Elixir. E-L-I-X, I-R.

Speaker speaker_4: Elixir. Okay, Elixir.

Speaker speaker_3: Yeah.

Speaker speaker_4: Okay.

Speaker speaker_3: Multi-Plan, Multi-Plan it is visual care.

Speaker speaker_4: Okay, there the name is Elixir Multi-Plan Vision, uh, Vision Care.

Speaker speaker_3: Yeah.

Speaker speaker_4: So-

Speaker speaker_3: Yeah.

Speaker speaker_4: I actually need the name of your staffing agency and the last four of your social. You're giving me the plans that you're enrolled into. To give you information, I need to get in your file. Okay, something more urgent to know. I just, uh, okay, stuff, huh? Et par constitue client. Ca, c'est non plan ou est client. Um-hum. You know.

Speaker speaker_3: Serge.

Speaker speaker_4: Comment le relais? Serge?

Speaker speaker_3: Serge.

Speaker speaker_4: The name is Serge. And then the last four of your social-

Speaker speaker_3: S-E-R-G-E.

Speaker speaker_4: Okay. Yeah, Serge. S-E-R-G-E. Okay, picademi en le social ou?

Speaker speaker_3: Okay, we want the cardenia. Uh, they're going to take on about it, huh?

Speaker speaker_4: And just the last four. Give me one second, I'm looking for it.

Speaker speaker_3: Okay, okay. 1402.

Speaker speaker_4: Yes, the last four.

Speaker speaker_3: 1402.

Speaker speaker_4: Okay, it's 1-4-0-2. Yes, 1-4-0-2. Okay, and then what was his, um, full name again? Okay, que tu nom core?

Speaker speaker_3: David Lourdes.

Speaker speaker_4: Okay.

Speaker speaker_3: D-A-V-I-D Lourdes. L-O-U-R-D-S.

Speaker speaker_4: David as in David, like in David? And Lourdes-

Speaker speaker_3: Yeah.

Speaker speaker_4: L as in Luis, O as in Oscar, R as in Robert, D as in David, T as in Tico, U as in Universe, S as in Sara.

Speaker speaker_3: Okay, thank you. And then can you please verify your address and date of birth for security purposes? Okay, est-ce que tu peux verifier pour moi address ou date de naissance? Pour reason security. Address, c'est 2708 Primrose Trail, Columbus, Ohio 43231. Et moi fait 27 février 1973.

Speaker speaker_4: Est-ce que je dirais? Voila, c'est juste pour rapide.

Speaker speaker_3: Ah, okay. Address-là, c'est... On va voir l'adresse là, avant?

Speaker speaker_4: Oui.

Speaker speaker_3: Address là, c'est 2708 Primrose, P-R-I-M-R-O-S-E Trail, P-R-A-I-L.

Speaker speaker_4: Afterwey?

Speaker speaker_3: Columbus, Ohio.

Speaker speaker_4: Zip code d'où ça?

Speaker speaker_3: Columbus, Ohio 43231.

Speaker speaker_4: Um, 3-2-31.

Speaker speaker_3: Yes, Columbus, Ohio.

Speaker speaker_4: The address is 20... Oui, d'accord, merci. The address is 2708 Primrose Trail, Columbus, Ohio. The zip code is 43231. 4-3-2-3-1. The date of birth is February 27th,

1973.

Speaker speaker_3: Thank you. Is your phone number still 908-759-2264? Yeah. 2264.

Speaker speaker_4: Okay, and then I have... Thank you. Then I have your first name, period. Your last name at yahoo.com. Is that up to date?

Speaker speaker_3: Yes.

Speaker speaker_4: Okay, thank you. What your email is? Okay. Um, I look-

Speaker speaker_3: Oui, c'est le même email.

Speaker speaker_4: It looks like-

Speaker speaker_3: David.lourdes@yahoo.com.

Speaker speaker_4: Yes, that's right for the email address. David. your last name at yahoo dot com.

Speaker speaker_3: Thank you. So it looks like you have the M-E-C tele-R red. So this is your preventative plan. It only covers like a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down.

Speaker speaker_4: Okay, alors, uh, il para que au gain, um, comme ci la raconteur M-I-C-E, M-I-C...ou bien M-M-E-C. Et c'est en comme si nous avons un plan de représentant pour vous. Et côté que plan ça le couvrir, uh, comme si la, um, vaccine, okay? Comme si un fait de besoin et physique et que soit vaccine, au cause de la cause de dépistage cancer, okay? Et donc, uh, la, uh, lui c'est pas mode comme si pour était non-réseau. Okay, et puis avec tout, il y a un numéro de téléphone qui vous permet d'ouvrir une option pour faire un plan avec vous-

Speaker speaker_5: No.

Speaker speaker_4: ... et puis, pour faire un connais, si vous besoin numéro pour écrire, Mabaou.

Speaker speaker_5: No, me problem, I'm an angioedrothe. Me, I'm a busy doctor, but if you have an vaccine, I'm a busy with the vaccine.

Speaker speaker_4: Okay, it's because I just have an issue. I'm having an issue with my eyes. That is why I wanted to see eye doctors, but-

Speaker speaker_5: Mm-hmm.

Speaker speaker_4: ... I don't think I need any covers, so physical covers, vaccine, cancer screening, anything like that. You see?

Speaker speaker_0: Okay. So unfortunately, you don't have a vision plan. Um, you only have the MEC Tyler, which is that preventative plan that only covers preventative visits. That plan doesn't cover dental, does not cover vision, does not cover doctor visit sick, does not cover

urgent care neither emergency room. So it's only for preventative visits. You do not have a vision plan.

Speaker speaker_4: Okay. Alors, nous comprend, oui, mais malheureusement, nous n'avons pas de plan pour vision. Euh, donc, euh-

Speaker speaker_5: Mm-hmm.

Speaker speaker_4: ... c'est bien simplement un plan, un MEC Tyler, et qui c'est comme si un plan reprieste pourtant, qui c'est simplement couvrir les visites préventives. Mais plan ça, au gain, il n'est pas couvrir pour, euh, écauser dans, ni pour vision-

Speaker speaker_5: Mm-hmm.

Speaker speaker_4: ... ni pour visiter docteur lorgnole problème. Il par ouvrir tout soin médica... Urgence médical. Okay, ni emergency room, ça dit urgence, tout ça.

Speaker speaker_5: Well, okay. Okay. Unpelleage, vous voyez un problem. Ça me dit bien. On ne vas y chaque semaine, il y a un copulation. Moi, je suis pas un con, merci. Merci beaucoup.

Speaker speaker_4: Oh, okay, okay, I got it. I thought that, uh, I was be able... Like, uh, I would have this opportunity to come- to come for a, a vision.

Speaker speaker_5: Mm-hmm.

Speaker speaker_4: Okay? For my vision, but it's not the case, so okay. We don't... I don't think we, we have to go any further. So thank you.

Speaker speaker_0: Okay. I was gonna let you know that if you do want to enroll into plans such as vision, dental or any other plan that they offer-

Speaker speaker_5: Yeah.....

Speaker speaker_4: ... you would have to do it within company open enrollment, which is in August.

Speaker speaker_5: My girl, yes, yes, s'il vous plait. Allo?

Speaker speaker_4: Okay, it is another question? If you did, oui, mais ça c'est pas... Okay. Mais elle ne nous dit pas ah, oui? Quelle est la question? Là, okay, I'm translating for him. Okay, one moment. Okay, alors, parfois, connaissez que nous guillon l'autre plan, ta coup plan vision, dentaire, et l'autre plan que nous ça ou fruit, si vous ta vlet, okay, compagnie a li ouverte pour inscription, à partir d'eux, où tu capvigné là. Okay, connais, allez-vite, après, question là.

Speaker speaker_5: Bon, mais moi, c'est pas un problème. On connaît chaque semaine, moi, on prend un copie. Moi, parce que je suis pas con, je suis pas une bigane, une bagarre, il me dit une bagarre. Je m'appelle Mme. Taguine Poulière, s'il vous plaît.

Speaker speaker_4: Okay. Okay. It's because we get... Okay, so it's because you, um, take payment every week-

Speaker speaker_5: Mm-hmm.

Speaker speaker_4: ... for that. So, uh, I really hope that we- you would have the efficient plan. So, um, in that case, so I'd- I prefer to cancel the plan.

Speaker speaker_0: Okay. Um, I do have-

Speaker speaker_4: Thank you.

Speaker speaker_0: ... to let you know that cancellations take seven to ten days to process. So due to that, there is a chance that you may experience one or two deductions after the cancellation. If you do see two, however, it shouldn't be more than two. Um, but I can go ahead and cancel it.

Speaker speaker_4: Okay, alors que nous caillemets et fait au connaisse, annulation la prend en sept à dix jours pour procéder, okay, leur choisissant annuler. Et à cause de ça, gai un, au cas, gai chance, et expérimenté un déduction après qu'il y ait annulé. Si vous fait ça, donc euh, il ne pas com-

Speaker speaker_5: ... plicite deux.

Speaker speaker_4: Donc euh, pas un problème. Nous, on annule lui, mais maintenant, il peut être sûr. Et um, on va bien sûr qu'il y ait deux déductions après annulation.

Speaker speaker_5: Okay, no problem. Merci beaucoup.

Speaker speaker_4: No, okay, no problem. Thank you very much.

Speaker speaker_0: Okay, I'ma go ahead and cancel it so it's been canceled. Thank you for your time.

Speaker speaker_4: Okay, moi, annuler le pour, c'est à déjà annuler. Merci pour temps vous.

Speaker speaker_5: Okay, merci beaucoup. That's what the... Interprete pour moi.

Speaker speaker_6: Can I help you with something?

Speaker speaker_4: Hey, you're welcome. You had a question, monsieur? Okay, thank me.

Speaker speaker_5: Okay, yeah, I'm, I'm family.

Speaker speaker_4: Okay, thank you. I'm out. Thank you. Have a nice day.

Speaker speaker_5: Okay, thanks.

Speaker speaker_4: This is Dantabreza. Hi, this is Dantabreza. Is there anything else I can assist you with?

Speaker speaker_0: No, thank you so much for your help.