

## Transcript: Estefania

**Acevedo-6150992166699008-5482649352978432**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, I need to figure out what my prescription information is so I can pick up some medicine. I'm new to you guys. Okay. What staff and agency do you work for? MAU. And what are the last four of your Social? 0912. Okay. And your first and last name, please? Tasha Barron. For security purposes, could you please verify your address and date, date of birth? 6986, and the address is 203 South High Street, Albion, Indiana, 46701. What was that city? Albion, Indiana. Okay, thank you. 731-363-0391 is your phone number? Correct. And then I got your first and last name, the number13@gmail.com. Is that up to date? Yes. Okay. Oh, okay. So you just became active today. Um, I can... Oh, actually you became active this week on the 10th. You guys, I think - Okay. But, um, most likely you'll get your cards either this week on Thursday or Friday or next week. Um, I can go ahead - Okay. ... and see if they're ready electronically. If they're not, I'll leave a note to myself tomorrow to check to see if they're ready. Okay. So... Um, most likely they'll be ready tomorrow, but if I have the policy number, I'll give it to you as well. Okay. I just have a sick kid that needs medicine and I'd rather use my, what I'm entitled to. So... Yeah, yeah. That's what I mean. Like, I'm gonna see if your information is ready and if so, I'll go ahead and send it to your email file. Okay. Um, can I put you in a brief hold while I do that? And then, is that okay email to send it to you? Yes. Okay. I'll be right back. Okay. Did you want me to go ahead and send all of them or is there a specific one? All of them. We're all sick with COVID and need medicine. Oh, no. Okay. I'll be right back. Thank you for your hold. I went ahead and emailed those cards to you. Um, do you mind verifying that you received it? I went ahead and emailed your hospital indemnity, your card, as well as your preventative- One second. ... dental one. 24 every something. Okay. And then these cards have your pharmacy information as well in it. Okay. All right. Your number is gonna say APL, American Public Life. Um, the dental one says Carrington and then your preventative is with your vision. Okay, so APL is medical? Yes. And this- APL is American Public Life and then on the right-hand side, it says something about Pharmacoville, that's the pharmacy's information. Okay. And then- And then the dental one says Carrington. Carrington. Okay. Can I ask a question? And then your vision... Mm-hmm. That card covers all of it, right? Which one? Like, for my kids. Yeah. Like, they don't each have an individual- Correct. ... card, like it... Okay. It's just one card and since they have you under the policy, you have them as your dependents. Yeah. And those cards are for employee plus child. Okay. So I have one here and it says member, it says MAU workforce. Mm-hmm. Um, employee ID number, vision coverage. Mm-hmm. That- Um, Medipack with the information. Mm-hmm. Mm-hmm. Okay. Yeah, so that, that one that you're looking at right now, that... Since you have the MEC Enhanced, that plan is the only plan that they offer that covers both your preventative visits, which is considered like a physical, some vaccines, some STD and cancer screening. That carrier for

that side of the plan is 90 Degrees and for your hospital indemnity, which is, like, the doctor visits if your kids get sick or if you get sick, urgent care, emergency room, that one's American Public Life, the carrier. That's why I told you earlier, that the medical one is the American Public Life. Okay. Mm-hmm. And then you have two different, um, carriers with the pharmacies as well. For your preventative, it would be 90 Degrees and for your actual, like, hospital indemnity, it's Pharmacoville and it's in the cards as well. Okay. Okay, so which one would I use to pick up medicine that we just went to urgent care with? Uh, it's Pharmacoville. Okay. American Public Life. Mm-hmm. Okay. And then Carrington is dental? Okay. Correct. It's just the same carrier. Okay. But the... That's how you can tell the differences. Carrington is the network of the dental plan and that's for dental. Okay. And then American Public Life is just gonna say for your medical. Okay. Um... All right, I think that's all I need. I appreciate it. You're welcome. Have a nice day. Thank you. Bye. Mm-hmm.

## 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: Um, I need to figure out what my prescription information is so I can pick up some medicine. I'm new to you guys.

Speaker speaker\_0: Okay. What staff and agency do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: 0912.

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

Speaker speaker\_1: Tasha Barron.

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

Speaker speaker\_1: 6986, and the address is 203 South High Street, Albion, Indiana, 46701.

Speaker speaker\_0: What was that city?

Speaker speaker\_1: Albion, Indiana.

Speaker speaker\_0: Okay, thank you. 731-363-0391 is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I got your first and last name, the number13@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Oh, okay. So you just became active today. Um, I can... Oh, actually you became active this week on the 10th.

Speaker speaker\_1: You guys, I think -

Speaker speaker\_0: Okay. But, um, most likely you'll get your cards either this week on Thursday or Friday or next week. Um, I can go ahead -

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and see if they're ready electronically. If they're not, I'll leave a note to myself tomorrow to check to see if they're ready.

Speaker speaker\_1: Okay. So...

Speaker speaker\_0: Um, most likely they'll be ready tomorrow, but if I have the policy number, I'll give it to you as well.

Speaker speaker\_1: Okay. I just have a sick kid that needs medicine and I'd rather use my, what I'm entitled to. So...

Speaker speaker\_0: Yeah, yeah. That's what I mean. Like, I'm gonna see if your information is ready and if so, I'll go ahead and send it to your email file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, can I put you in a brief hold while I do that? And then, is that okay email to send it to you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you want me to go ahead and send all of them or is there a specific one?

Speaker speaker\_1: All of them. We're all sick with COVID and need medicine.

Speaker speaker\_0: Oh, no. Okay. I'll be right back. Thank you for your hold. I went ahead and emailed those cards to you. Um, do you mind verifying that you received it? I went ahead and emailed your hospital indemnity, your card, as well as your preventative-

Speaker speaker\_1: One second.

Speaker speaker\_0: ... dental one.

Speaker speaker\_1: 24 every something.

Speaker speaker\_0: Okay. And then these cards have your pharmacy information as well in it.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Your number is gonna say APL, American Public Life. Um, the dental one says Carrington and then your preventative is with your vision.

Speaker speaker\_1: Okay, so APL is medical?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And this-

Speaker speaker\_0: APL is American Public Life and then on the right-hand side, it says something about Pharmacoville, that's the pharmacy's information.

Speaker speaker\_1: Okay. And then-

Speaker speaker\_0: And then the dental one says Carrington.

Speaker speaker\_1: Carrington. Okay. Can I ask a question?

Speaker speaker\_0: And then your vision... Mm-hmm.

Speaker speaker\_1: That card covers all of it, right?

Speaker speaker\_0: Which one?

Speaker speaker\_1: Like, for my kids.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Like, they don't each have an individual-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... card, like it... Okay.

Speaker speaker\_0: It's just one card and since they have you under the policy, you have them as your dependents.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And those cards are for employee plus child.

Speaker speaker\_1: Okay. So I have one here and it says member, it says MAU workforce.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, employee ID number, vision coverage.

Speaker speaker\_0: Mm-hmm. That-

Speaker speaker\_1: Um, Medipack with the information.

Speaker speaker\_0: Mm-hmm. Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah, so that, that one that you're looking at right now, that... Since you have the MEC Enhanced, that plan is the only plan that they offer that covers both your preventative visits, which is considered like a physical, some vaccines, some STD and cancer screening. That carrier for that side of the plan is 90 Degrees and for your hospital indemnity, which is, like, the doctor visits if your kids get sick or if you get sick, urgent care, emergency room, that one's American Public Life, the carrier. That's why I told you earlier, that the medical one is the American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm. And then you have two different, um, carriers with the pharmacies as well. For your preventative, it would be 90 Degrees and for your actual, like, hospital indemnity, it's Pharmacoville and it's in the cards as well.

Speaker speaker\_1: Okay. Okay, so which one would I use to pick up medicine that we just went to urgent care with?

Speaker speaker\_0: Uh, it's Pharmacoville.

Speaker speaker\_1: Okay.

Speaker speaker\_0: American Public Life. Mm-hmm.

Speaker speaker\_1: Okay. And then Carrington is dental? Okay.

Speaker speaker\_0: Correct. It's just the same carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But the... That's how you can tell the differences. Carrington is the network of the dental plan and that's for dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then American Public Life is just gonna say for your medical.

Speaker speaker\_1: Okay. Um... All right, I think that's all I need. I appreciate it.

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

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: Mm-hmm.