

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yeah, I don't know if I have the right contact for this, but I have Benefits in a Card insurance with my company and I was trying to get my physical card or go to the doctor's so that I have benefits from the card. I just, I just don't have the card. Okay. Yeah, I can check to see if it's available. If it's available virtually I can just go ahead and send that to you. Um, what's the name of your staffing agency? Um, Superior Skilled Trades. And then what are the last four of your social? 9110. I'm sorry, you said 910? 9110. 9110. Okay, thank you. Elijah? Ma'am. And then can you please verify your address and date of birth for security purposes? 06292004. Okay, and then the address? Or, 264 Indian Oak Drive, Bastrop, Texas. 737-275-8274 is your phone number? No, 737-275-8274. Okay, and then your first name, last name, the number four at gmail.com, is that up-to-date? Yes, ma'am, that's correct. And then did you just want me to send them all or did you just want the one for the physical? Uh, what do you mean? Uh, give me a last... What is that? I didn't hear you. Yeah, because you have Vision, Dental, VIP Classic and the MEC. The MEC is the one that it would be for your preventatives, which would be considered like a physical. Did you want me to send that one alone or all of them? Can you send me all of them so that way you can prioritize the one that's, uh, for like, let's say, again, a prescription from a pharmacy? So you have prescription benefits through the VIP Classic and through the MEC. So on the card it'll actually tell you, but you have two different carriers for your prescription benefits. Is that good? I'm sorry? Is that, is that a good thing? Well, yeah. You have more than one. Sheesh. And I can combine the two or it just depends? I'm sorry? This is, uh, uh... You're, I'm talking to a 20-year-old that knows nothing about benefits. I just haven't. Yeah, so you have two different carriers when it comes to your prescription benefits. Um, through your VIP Classic it's through Pharmoville and through your MEC, which is your preventative plan, it's through MedImpact. So you have two different ones. But they both do the same thing? Yes, prescription benefits. And if I go to, and, and if I go to a pharmacy for that, that, I can just combine the two? Or no? Uh, that would be something that the pharmacy would have to tell you. I wouldn't be able to tell you that. Okay. But they would be able... Uh, if you're not so sure which one to use I would just give... Tell me which one. All right. Okay? But I'm gonna go ahead and I'm gonna put you in a brief hold and I'm gonna send that over. Yeah. And then is there a way I can send this to another number as well? Um, I can't send it through your phone number. Okay. I can only send it through your email. All right, that's fine. Okay. All right. I'll be right back. I'm putting you on brief hold. I thought my information... Now I have two benefits for free. That's what it sounds like because they're really combined, it seems like I got extra ***** benefits. It's like, "Oh, that's a supervisor." That's why I asked if I could, if I could buy them to make sure. Is it gonna rain when we get home? If it looks like raining weather... I can't remember how the interior of the car is going to look right now but, uh, it's badass. Hey,

love, what the fuck? Hey. Hey. Hey. Walk with me, I wanna look at the store. Where were you? Huh? Uh-huh. What? Yeah, we were in the library. No, I mean, why not? Just stay where you are. This song is making me... Hey, I went ahead and emailed that to you. Um, do you mind verifying your email just to make sure that you did receive it? So the card that's gonna be for like your check-ups, like a physical, vaccines, SCE screening, that type of stuff, that card's gonna be with your Vision. Card for... my Vision. Make it easy, oh, one that's attached to your Vision is for your prevent- I'm sorry? Mm-hmm. Um, it just says ID card. And that card is gonna be... Uh-huh, keep going. Um, that card is gonna be with your preventative plan. So where, where you see Vision. Mm-hmm. It's gonna be, you're gonna see something that says, "Member Pharmacy MedImpact." That's for your pres, um, generic prescriptions, multi, Medical MultiPlan. And then, it's gonna say, "Vision Provider." Okay. So preventative, the preventative and vision cards, right? Yes. And then your dental is gonna say, "Carentan." Carentan. Okay. So with the preventative card that has- It's like with the doctor, like urgent care. Dang, I do got insurance, that's crazy. And then the one that's for your, like, doctor visits if you're sick and have to go, like, to the emergency room or urgent care, that's gonna say APL on it. APL? Mm-hmm. Okay, APL. So preventative with Vision, dental says Carentan and then your medical ones, so if you get sick or have to go to the urgent care emergency room, that says APL. The dental also says APL, but the difference is that your dental says Carentan. And it'll also say dental on it either way. Okay. So APL is emergency, preventative and Vision is for... Like check-ups. For check-ups and stuff like that, okay. That would, uh, include like, that would be like the prescription side of things for it? Yeah, for your generic prescriptions. And then for the non-generics, I'd watch generics, would be the APL one. Mm-hmm. So APL could easily- And where we can switch to it. Hm? Go ahead. Um, so the, the one that's APL is for generic and non-generic. And then the one that's with your Vision is just for generic. So that's why I said that you have two different carriers when it comes to your prescription. Through APL, um, it's Pharmaville, which is gonna say it on the card. Mm-hmm. And then for your Vision, I'm sorry, for your preventative, it's gonna say MedImpact. Which like I said- It is. ... it says it on the card as well. You just have to look at the card. Is there a way I can get a new card? Is there a way I can... Or I, is there a way I can get a physical? Is there a way I can get a physical plan? Which one? For all of us? So you're gonna be getting them. You just became active not too long ago, so you should be getting them pretty soon. Mm-hmm. So Vision, dental and then your preventative- Okay. ... you should receive it pretty sure. The only one that they don't mail out is your VIP Classic. If you want the VIP Classic- Mm-hmm. ... I have to put in a request for it right now. So you're just gonna get- Oh, we'll-... please pronounce it... Yeah, okay. Well, why wouldn't I want my VIP Classic, out of curiosity? Well, some people don't. Why? I don't know. It's a personal... I mean, it's a personal option. I wouldn't be able to tell you why somebody wouldn't want it and some people would. Yeah. Yeah, that's what I- Some people only want it electronically and some people don't. Some people want physical, some people don't. So it's your opinion. Um, do you want a physical one or you don't? Yeah, I'll take a physical one. Okay, so go ahead and request it. And, um, so like I said, you should be getting dental first. The dental, vision and then your preventative first, and since I'm just now requesting your VIP Classic one, 'cause that one we actually have to request it. Uh, you should be getting this one later on. All right, that sounds cool. And then is there a way you can send me everything you just sent me through, uh, through another email? So it's done as... Yes. Sorry, is that possible? Yes. Uh, what's the second email? Give

me one second, let me... Are you there with us? All right. What's your second email? Okay. The second email is williams with two S's. Okay. So W-I-L-L-I-A-M-S-S 1-0-1-0-8... Mm-hmm. @gmail.com. All right, I went ahead and sent that. I don't see anything on this phone. Do you want to confirm that you received it? Yes. I would like that very much. Okay. That's good to know. Okay. Don't forget to let me know how it goes. That's okay. Um, check, uh, spam. Yeah, I would check your spam and your junk. In your junk. Check your junk. And then it should come from info@benefitsinacar.com. Info@benefitsinacar... . Mm-hmm. It's Williams with two S's, correct? All lower case. 1-0-1-0-8. Yes. Follow you. All right. Yeah, we have everything. Put it on the PDF, make sure the PDFs are straight. Mm-hmm. All right. Well, can you work with one of us, this person? That is... All right, thank you. Everything seems good. Okay. And then I went ahead and requested, um, your VIP Classic. So like I said, the first ones y- you're going to get is dental, vision and your preventative. And since I just put in a request for your VIP Classic, you should get that one a little bit later. But you can use your electronical one for now. Nice being able to have that. So, that was very... A lot of help. I appreciate it. Mm-hmm. You're welcome. I hope you have a great day. Thank you. You too. All right then.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I don't know if I have the right contact for this, but I have Benefits in a Card insurance with my company and I was trying to get my physical card or go to the doctor's so that I have benefits from the card. I just, I just don't have the card.

Speaker speaker_0: Okay. Yeah, I can check to see if it's available. If it's available virtually I can just go ahead and send that to you. Um, what's the name of your staffing agency?

Speaker speaker_1: Um, Superior Skilled Trades.

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

Speaker speaker_1: 9110.

Speaker speaker_0: I'm sorry, you said 910?

Speaker speaker_1: 9110.

Speaker speaker_0: 9110. Okay, thank you. Elijah?

Speaker speaker_1: Ma'am.

Speaker speaker_0: And then can you please verify your address and date of birth for security purposes?

Speaker speaker_1: 06292004.

Speaker speaker_0: Okay, and then the address?

Speaker speaker_1: Or, 264 Indian Oak Drive, Bastrop, Texas.

Speaker speaker_0: 737-275-8274 is your phone number?

Speaker speaker_1: No, 737-275-8274.

Speaker speaker_0: Okay, and then your first name, last name, the number four at gmail.com, is that up-to-date?

Speaker speaker_1: Yes, ma'am, that's correct.

Speaker speaker_0: And then did you just want me to send them all or did you just want the one for the physical?

Speaker speaker_1: Uh, what do you mean? Uh, give me a last... What is that? I didn't hear you.

Speaker speaker_0: Yeah, because you have Vision, Dental, VIP Classic and the MEC. The MEC is the one that it would be for your preventatives, which would be considered like a physical. Did you want me to send that one alone or all of them?

Speaker speaker_1: Can you send me all of them so that way you can prioritize the one that's, uh, for like, let's say, again, a prescription from a pharmacy?

Speaker speaker_0: So you have prescription benefits through the VIP Classic and through the MEC. So on the card it'll actually tell you, but you have two different carriers for your prescription benefits.

Speaker speaker_1: Is that good?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Is that, is that a good thing?

Speaker speaker_0: Well, yeah. You have more than one.

Speaker speaker_1: Sheesh. And I can combine the two or it just depends?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: This is, uh, uh... You're, I'm talking to a 20-year-old that knows nothing about benefits. I just haven't.

Speaker speaker_0: Yeah, so you have two different carriers when it comes to your prescription benefits. Um, through your VIP Classic it's through Pharmoville and through your MEC, which is your preventative plan, it's through MedImpact. So you have two different ones.

Speaker speaker_1: But they both do the same thing?

Speaker speaker_0: Yes, prescription benefits.

Speaker speaker_1: And if I go to, and, and if I go to a pharmacy for that, that, I can just combine the two? Or no?

Speaker speaker_0: Uh, that would be something that the pharmacy would have to tell you. I wouldn't be able to tell you that.

Speaker speaker_1: Okay.

Speaker speaker_0: But they would be able... Uh, if you're not so sure which one to use I would just give... Tell me which one.

Speaker speaker_1: All right.

Speaker speaker_0: Okay? But I'm gonna go ahead and I'm gonna put you in a brief hold and I'm gonna send that over.

Speaker speaker_1: Yeah. And then is there a way I can send this to another number as well?

Speaker speaker_0: Um, I can't send it through your phone number.

Speaker speaker_1: Okay.

Speaker speaker_0: I can only send it through your email.

Speaker speaker_1: All right, that's fine.

Speaker speaker_0: Okay. All right. I'll be right back. I'm putting you on brief hold.

Speaker speaker_1: I thought my information... Now I have two benefits for free. That's what it sounds like because they're really combined, it seems like I got extra ***** benefits. It's like, "Oh, that's a supervisor." That's why I asked if I could, if I could buy them to make sure. Is it gonna rain when we get home? If it looks like raining weather... I can't remember how the interior of the car is going to look right now but, uh, it's badass. Hey, love, what the fuck? Hey. Hey. Hey. Walk with me, I wanna look at the store. Where were you? Huh? Uh-huh. What? Yeah, we were in the library. No, I mean, why not? Just stay where you are. This song is making me...

Speaker speaker_0: Hey, I went ahead and emailed that to you. Um, do you mind verifying your email just to make sure that you did receive it? So the card that's gonna be for like your check-ups, like a physical, vaccines, SCE screening, that type of stuff, that card's gonna be with your Vision.

Speaker speaker_1: Card for... my Vision.

Speaker speaker_0: Make it easy, oh, one that's attached to your Vision is for your prevent- I'm sorry?

Speaker speaker_1: Mm-hmm. Um, it just says ID card.

Speaker speaker_0: And that card is gonna be...

Speaker speaker_1: Uh-huh, keep going.

Speaker speaker_0: Um, that card is gonna be with your preventative plan. So where, where you see Vision.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's gonna be, you're gonna see something that says, "Member Pharmacy MedImpact." That's for your pres, um, generic prescriptions, multi, Medical MultiPlan. And then, it's gonna say, "Vision Provider."

Speaker speaker_1: Okay. So preventative, the preventative and vision cards, right?

Speaker speaker_0: Yes. And then your dental is gonna say, "Carentan."

Speaker speaker_1: Carentan. Okay. So with the preventative card that has-

Speaker speaker_0: It's like with the doctor, like urgent care.

Speaker speaker_1: Dang, I do got insurance, that's crazy.

Speaker speaker_0: And then the one that's for your, like, doctor visits if you're sick and have to go, like, to the emergency room or urgent care, that's gonna say APL on it.

Speaker speaker_1: APL?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, APL.

Speaker speaker_0: So preventative with Vision, dental says Carentan and then your medical ones, so if you get sick or have to go to the urgent care emergency room, that says APL. The dental also says APL, but the difference is that your dental says Carentan. And it'll also say dental on it either way.

Speaker speaker_1: Okay. So APL is emergency, preventative and Vision is for...

Speaker speaker_0: Like check-ups.

Speaker speaker_1: For check-ups and stuff like that, okay. That would, uh, include like, that would be like the prescription side of things for it?

Speaker speaker_0: Yeah, for your generic prescriptions. And then for the non-generics, I'd watch generics, would be the APL one.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So APL could easily-

Speaker speaker_1: And where we can switch to it.

Speaker speaker_0: Hm?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Um, so the, the one that's APL is for generic and non-generic. And then the one that's with your Vision is just for generic. So that's why I said that you have two different carriers when it comes to your prescription. Through APL, um, it's Pharmaville, which is gonna say it on the card.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then for your Vision, I'm sorry, for your preventative, it's gonna say MedImpact. Which like I said-

Speaker speaker_1: It is.

Speaker speaker_0: ... it says it on the card as well. You just have to look at the card.

Speaker speaker_1: Is there a way I can get a new card? Is there a way I can... Or I, is there a way I can get a physical? Is there a way I can get a physical plan?

Speaker speaker_0: Which one?

Speaker speaker_1: For all of us?

Speaker speaker_0: So you're gonna be getting them. You just became active not too long ago, so you should be getting them pretty soon.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So Vision, dental and then your preventative-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you should receive it pretty sure. The only one that they don't mail out is your VIP Classic. If you want the VIP Classic-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I have to put in a request for it right now. So you're just gonna get-

Speaker speaker_1: Oh, we'll-... please pronounce it... Yeah, okay. Well, why wouldn't I want my VIP Classic, out of curiosity?

Speaker speaker_0: Well, some people don't. Why? I don't know. It's a personal... I mean, it's a personal option. I wouldn't be able to tell you why somebody wouldn't want it and some people would.

Speaker speaker_1: Yeah. Yeah, that's what I-

Speaker speaker_0: Some people only want it electronically and some people don't. Some people want physical, some people don't. So it's your opinion. Um, do you want a physical one or you don't?

Speaker speaker_1: Yeah, I'll take a physical one.

Speaker speaker_0: Okay, so go ahead and request it. And, um, so like I said, you should be getting dental first. The dental, vision and then your preventative first, and since I'm just now requesting your VIP Classic one, 'cause that one we actually have to request it. Uh, you should be getting this one later on.

Speaker speaker_1: All right, that sounds cool. And then is there a way you can send me everything you just sent me through, uh, through another email? So it's done as...

Speaker speaker_0: Yes.

Speaker speaker_1: Sorry, is that possible?

Speaker speaker_0: Yes. Uh, what's the second email? Give me one second, let me...

Speaker speaker_1: Are you there with us?

Speaker speaker_0: All right. What's your second email?

Speaker speaker_1: Okay. The second email is williams with two S's.

Speaker speaker_0: Okay.

Speaker speaker_1: So W-I-L-L-I-A-M-S-S 1-0-1-0-8...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: @gmail.com.

Speaker speaker_0: All right, I went ahead and sent that.

Speaker speaker_1: I don't see anything on this phone.

Speaker speaker_0: Do you want to confirm that you received it?

Speaker speaker_1: Yes. I would like that very much.

Speaker speaker_2: Okay. That's good to know.

Speaker speaker_1: Okay.

Speaker speaker_2: Don't forget to let me know how it goes.

Speaker speaker_1: That's okay. Um, check, uh, spam.

Speaker speaker_0: Yeah, I would check your spam and your junk.

Speaker speaker_1: In your junk. Check your junk.

Speaker speaker_0: And then it should come from info@benefitsinacar.com.

Speaker speaker_1: Info@benefitsinacar... .

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's Williams with two S's, correct? All lower case. 1-0-1-0-8.

Speaker speaker_0: Yes.

Speaker speaker_2: Follow you.

Speaker speaker_1: All right. Yeah, we have everything. Put it on the PDF, make sure the PDFs are straight.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Well, can you work with one of us, this person? That is... All right, thank you. Everything seems good.

Speaker speaker_0: Okay. And then I went ahead and requested, um, your VIP Classic. So like I said, the first ones y- you're going to get is dental, vision and your preventative. And since I just put in a request for your VIP Classic, you should get that one a little bit later. But you can use your electronical one for now.

Speaker speaker_1: Nice being able to have that. So, that was very... A lot of help. I appreciate it.

Speaker speaker_0: Mm-hmm. You're welcome. I hope you have a great day.

Speaker speaker_1: Thank you. You too. All right then.