

## Transcript: Estefania

**Acevedo-6276172925157376-6105392409001984**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. Good afternoon. Yeah, my name is Venkata and, um, I am a member, uh, of, uh, the Benefits, uh, in a Card, uh. I want to s- go visit an, uh, urgent care doctor. Uh, w- what is the, what is the coverage, uh, available for my, the insurance? Okay. Um, what staffing do you work for again? I'm sorry. Oxford Global. Okay. Thank you. Yeah. And then- . ... what is the last four of your Social? 4683. And your first and last name. Venkata. Oxford Global, my name is Venkata. And then you said Oxford Global? Yes, ma'am. Is it V-e-n-k-a-t-a? Yes, ma'am. Thank you. For security purposes, could you please verify your full Soc- um, c, I'm sorry, your full, um, date of birth as well as your full address? Yeah. April 22nd, 1969. Address is 13821 Woodford Lane, Frisco, Texas 75035. Is your phone number still the 214-392-0400? Yes. Yes, it is. Yes. And then I have the first letter of your first name and then your last name @gmail.com. Is that up to date? Yes. All right, sir. So, it looks like you currently do have coverage. You have the Insure Plus Basic, which is- Mm-hmm. ... the one that would cover your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room and even some surgeries. Mm-hmm. And you also have the Vision Plan. Yes. So I can go to a urgent care and, uh, see a doctor, right? Yes, with your Insure Plus Basics. Yeah. Did you want me to send you your benefit guide? What that benefit guide has, it, i- it tells you what services that plan that you have covers. Would you like me to send it to your email? Yeah, please send it and, uh, uh, huh, I mean, does it go by the network or, uh, can I go to any doctor or, uh, what do you, how does it work? So for your Insure B- Plus Basic plan, you're not required- Mm-hmm. ... to stay within the network. You could either use- Mm-hmm. ... um, providers outside of the network or in the network. Mm-hmm. So. Okay. Okay. Mm-hmm. And, and let's say if I, if I want to go to an, um, a urgent care, uh, urgent care and, uh, the, uh, I can go, right? Uh, the still- Yes, sir. ... the visits, that is also covered? Yes, sir. With your, um, Insure Plus basic- Mm-hmm. ... that includes urgent care. So that's the one. You could go to urgent care, emergency room, doctor visits if you're sick. I see. Good, good. Yeah. Good. Um, do you have your card? I do. That, does it say- Okay. ... anything different, uh, from, uh, for the Insure Plus? So it's just gonna tell you the carrier's name. It's gonna give you your policy number. It's gonna- Yeah. ... say the pharmacy and- That's all. It doesn't... Yeah. Yeah, that's it. It doesn't tell me. I have the, the basic one plus the Insure Plus, so it should, I mean, it, it should be accepted, uh, it will be accepted by the doc- by the, by the, uh, um, urgent care, or, uh, it is covered, right? I'm sorry. Can you repeat that? No, I said, uh, yeah, I can, I can go to an urgent care and it will be covered, right? Any urgent care. Yeah, any urgent care. With your plan that you have, you're not required to stay within the network. So you can use- Okay, sounds good. Yeah. ... providers inside of the network or outside- Yeah. ... of the network.

Yeah. That's sounds good. Thank you very much. You're welcome. Did you have any more questions? No, that's all. Thank you very much. Thank you. Bye-bye. Bye. Have a nice day. Yeah. You have a good day too. Bye-bye. Merry Christmas to you. Mm-hmm. Thank you. Merry Christmas. Thank you. Bye-bye. Uh, Happy New Year also.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, Stephanie. Good af- good afternoon. Yeah, my name is Venkata and, um, I am a member, uh, of, uh, the Benefits, uh, in a Card, uh. I want to s- go visit an, uh, urgent care doctor. Uh, w- what is the, what is the coverage, uh, available for my, the insurance?

Speaker speaker\_2: Okay. Um, what staffing do you work for again? I'm sorry.

Speaker speaker\_1: Oxford Global.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: And then-

Speaker speaker\_1: .

Speaker speaker\_2: ... what is the last four of your Social?

Speaker speaker\_1: 4683.

Speaker speaker\_2: And your first and last name.

Speaker speaker\_1: Venkata. Oxford Global, my name is Venkata.

Speaker speaker\_2: And then you said Oxford Global?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Is it V-e-n-k-a-t-a?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Thank you. For security purposes, could you please verify your full Soc-um, c, I'm sorry, your full, um, date of birth as well as your full address?

Speaker speaker\_1: Yeah. April 22nd, 1969. Address is 13821 Woodford Lane, Frisco, Texas 75035.

Speaker speaker\_2: Is your phone number still the 214-392-0400?

Speaker speaker\_1: Yes. Yes, it is. Yes.

Speaker speaker\_2: And then I have the first letter of your first name and then your last name @gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right, sir. So, it looks like you currently do have coverage. You have the Insure Plus Basic, which is-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... the one that would cover your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room and even some surgeries.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And you also have the Vision Plan.

Speaker speaker\_1: Yes. So I can go to a urgent care and, uh, see a doctor, right?

Speaker speaker\_2: Yes, with your Insure Plus Basics.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Did you want me to send you your benefit guide? What that benefit guide has, it, i- it tells you what services that plan that you have covers. Would you like me to send it to your email?

Speaker speaker\_1: Yeah, please send it and, uh, uh, huh, I mean, does it go by the network or, uh, can I go to any doctor or, uh, what do you, how does it work?

Speaker speaker\_2: So for your Insure B- Plus Basic plan, you're not required-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... to stay within the network. You could either use-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... um, providers outside of the network or in the network.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And, and let's say if I, if I want to go to an, um, a urgent care, uh, urgent care and, uh, the, uh, I can go, right? Uh, the still-

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: ... the visits, that is also covered?

Speaker speaker\_2: Yes, sir. With your, um, Insure Plus basic-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... that includes urgent care. So that's the one. You could go to urgent care, emergency room, doctor visits if you're sick.

Speaker speaker\_1: I see. Good, good. Yeah. Good.

Speaker speaker\_2: Um, do you have your card?

Speaker speaker\_1: I do. That, does it say-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... anything different, uh, from, uh, for the Insure Plus?

Speaker speaker\_2: So it's just gonna tell you the carrier's name. It's gonna give you your policy number. It's gonna-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... say the pharmacy and-

Speaker speaker\_1: That's all. It doesn't... Yeah.

Speaker speaker\_2: Yeah, that's it.

Speaker speaker\_1: It doesn't tell me. I have the, the basic one plus the Insure Plus, so it should, I mean, it, it should be accepted, uh, it will be accepted by the doc- by the, by the, uh, um, urgent care, or, uh, it is covered, right?

Speaker speaker\_2: I'm sorry. Can you repeat that?

Speaker speaker\_1: No, I said, uh, yeah, I can, I can go to an urgent care and it will be covered, right? Any urgent care.

Speaker speaker\_2: Yeah, any urgent care. With your plan that you have, you're not required to stay within the network. So you can use-

Speaker speaker\_1: Okay, sounds good. Yeah.

Speaker speaker\_2: ... providers inside of the network or outside-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... of the network.

Speaker speaker\_1: Yeah. That's sounds good. Thank you very much.

Speaker speaker\_2: You're welcome. Did you have any more questions?

Speaker speaker\_1: No, that's all. Thank you very much. Thank you. Bye-bye.

Speaker speaker\_2: Bye. Have a nice day.

Speaker speaker\_1: Yeah. You have a good day too. Bye-bye. Merry Christmas to you.

Speaker speaker\_2: Mm-hmm. Thank you. Merry Christmas.

Speaker speaker\_1: Thank you. Bye-bye. Uh, Happy New Year also.