

## **Transcript: Estefania**

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### **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? Hi, there, Stephanie. I just had some questions, uh, regarding my account and what all benefits I do have access to. I was wondering if y'all might be able to help me see that. Yes. What staffing agency are you with? I'm with, uh, BGSS. And then what is the last four of your social? 8920. And then could I please get your first and last name? Yes. First name, Gabriel. Last name, Chacon. Okay. For security purposes, could you please verify your full address as well as your date of birth? Yes. The address is 5430 Oak Haven Lane, and date of birth, October 25th, 2001. And then could I please get the city and the state? Yes. That's Houston, Texas. And then I have 832-229-0218 as your phone number. Yes. That's this number. And then I have your first name, last name, oh one at yahoo.com. Is that up to date? Yes, ma'am. Okay. All right. Let me see. Okay, so it looks like you currently have a few different plans. You have the Free RX Membership, Group Accident, Dental, Short-Term Disability, Critical Illness, your Term Life, Vision, your medical plan, which is the VIP+, and then you have Identity Theft. Which one did you have questions regarding? Okay. Like, um, for medical and dental primarily. Okay. Let me see. So you have a- Just because I haven't really received... Oh, sorry. Go ahead. Mm-hmm. Um, so I was gonna tell you that you have the medical plan. What were you saying? I was... I'm sorry, can you hear me? Yeah, I can hear you. Okay. So I was te- I was gonna tell you that you have the VIP+, so they offer three different plans. You have the one that pays the... a greater dollar amount towards the services. Um, so out of the medical plans, you do have the best one. Um, I think for you that says- Okay. So that- Mm-hmm. Would you... Would you be able to see, like, what the copay would be for that medical plan? So there's no copays. There's flat fees that they pay towards those services. So I'm gonna give you an example. So for hospital admission benefit- Okay. ... the VIP+ covers \$1,000 per day for a max of one day. Hospital confinement, they cover \$100 per day for a max of 30 days. Intensive care, they cover \$200 per day for a max of 20 days. So they cover a flat fee towards whatever service you go for. So let's say you go for a emergency room visit. They cover \$100 per day for a max of two days. If your bill comes out to be \$200, they'll cover \$100 and you're responsible for the remaining balance. Okay. Gotcha. Um, I was gonna- And so the- Yes. And so the, um... Do they have all those records already? Because I never received, like, a, a healthcare card. Oh. Okay. So like in the interest that I went to an urgent care, would they have those records on file? No. So you never got your card mailed to you to that 5430 Oak Haven Lane? No. I received, like, multiple packets, but all of 'em said no, no physical card enclosed, except for, I believe, I got vision. Did you get your dental? No. No? Okay, so if you want, I can go ahead and put a request for you to receive a physical card. Um, I was gonna tell you that for your VIP+, which is your medical plan, they never really send those out to the members. You would have to give us a

call once you're active to request a physical card if you were to want one. So if you want, I can go ahead and put that request in. Okay. I mean, is there another way that y'all... or like- And I can send it to you via email also- ... without the physical card? Yeah. I can- Okay. I'm just thinking, like, to get it registered at the, um, with whoever, like, the service provider's gonna be at the doctor, yeah. Yeah. Like yeah, I- Like I, I'm only aware of doing it with a physical card, so if there's another way, then we can do that. Okay. Um, well, do you still want me to put a request in? 'Cause I can do that too, 'cause either way, I was gonna tell you, um, that I can send you your card via email as well. But I don't know if you wanna do that. Okay. So. Yeah. If you don't mind, can we do both? Yeah, that's fine. And then I was gonna ask you, do you want me to send you the benefit guide? That benefit guide would explain the services and how much of a flat fee it covers towards those visits. Yes. That would be great if you could send me that as well. Okay. Um, is that a good email to send it to? Yes. And then I was gonna tell you- Yeah, the Gabriel Chacon one. ... also that if, if, whenever I send that guide, if there's a particular service that you have a question regarding that you don't see on the guide telling you specifically, you're always welcome to give the carrier the call, and they'll notify you if that service is covered or not. But all of that's gonna be in the information that I send you, um, via email. So if you want, I can go ahead and send you all of that, your card, the benefit guide, and all of that stuff. Okay. Yeah, that would be awesome. Um, can I put you in a brief hold while I do that just so that once I'm done, I can verify that you got everything? Yeah. Yeah, that's fine. Okay, I'll be right back. All right, thank you. ■ Thank you for hosting. Are you still there? Yes, I'm back. Um, I was gonna ask you, did you want me to email you your vision card also? Uh, yeah, that'd be great. Okay. All right. I just gotta get that and then, um, I'll go ahead and send you everything 'cause I- I'm almost done. Okay. Perfect. Sounds good. All right. Thank you for your hold, sir. I went ahead and emailed you, um, your information. Oh, okay. It, it should come from an email that says [info@benefitsinacar.com](mailto:info@benefitsinacar.com), and I attached your dental card, your VIP+ card, your vision card, and then I also put that, um, PDF with all the benefits. And then you'll see your VIP+ and then all the services that it covers with its lab fees. Perfect. All right. And then, uh, I, I'm sure it probably says it in there, but real quick if you might know off the top of your head. So do you know, like, does it cover, like, the visit fees? Like initial visit fees? Ooh, I wouldn't know that. Um- Okay. No worries. I'll, I'll look into the... I'm with you. Okay. All right. Yes, sir. Um, if you ever have any questions about certain services that you may not see on the guide, you're always welcome to call, um, that carrier whose number is on the card, which would be APL for your dental plan, your life plan, your critical illness plan, your term life plan, your VIP+ plan. Um, they're u- all under your American Public Life, who is the carrier. And then for your vision, it would be MetLife. Okay. Okay? And then I did- And then that's all... Mm-hmm. All those phone numbers will be on those cards you said? Yes, sir. All that information are on the cards that I sent you, as well as, like, the pharmacy information and then the Multi Plan Networks number. They're the ones who you call to find preferred providers. So all that information is on the cards. And then I was gonna tell you that I also sent a request for you to receive your VIP+ and your dental card. So you should be getting that, like, in five to seven, 10 days. Okay. That sounds perfect. Um, I still... I haven't received... Okay, here it is. From Info ID card, benefits PDF. All right. Yep, I just got it. Okay. And then like I said, if you have any questions, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay? Okay. Perfect. Sounds good. I appreciate it. You're welcome. Have a nice day. Happy holidays. All right. Thanks a lot. Yeah, you too. Bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, there, Stephanie. I just had some questions, uh, regarding my account and what all benefits I do have access to. I was wondering if y'all might be able to help me see that.

Speaker speaker\_1: Yes. What staffing agency are you with?

Speaker speaker\_2: I'm with, uh, BGSS.

Speaker speaker\_1: And then what is the last four of your social?

Speaker speaker\_2: 8920.

Speaker speaker\_1: And then could I please get your first and last name?

Speaker speaker\_2: Yes. First name, Gabriel. Last name, Chacon.

Speaker speaker\_1: Okay. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: Yes. The address is 5430 Oak Haven Lane, and date of birth, October 25th, 2001.

Speaker speaker\_1: And then could I please get the city and the state?

Speaker speaker\_2: Yes. That's Houston, Texas.

Speaker speaker\_1: And then I have 832-229-0218 as your phone number.

Speaker speaker\_2: Yes. That's this number.

Speaker speaker\_1: And then I have your first name, last name, oh one at yahoo.com. Is that up to date?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. All right. Let me see. Okay, so it looks like you currently have a few different plans. You have the Free RX Membership, Group Accident, Dental, Short-Term Disability, Critical Illness, your Term Life, Vision, your medical plan, which is the VIP+, and then you have Identity Theft. Which one did you have questions regarding?

Speaker speaker\_2: Okay. Like, um, for medical and dental primarily.

Speaker speaker\_1: Okay. Let me see. So you have a-

Speaker speaker\_2: Just because I haven't really received... Oh, sorry. Go ahead.

Speaker speaker\_1: Mm-hmm. Um, so I was gonna tell you that you have the medical plan.

Speaker speaker\_2: What were you saying?

Speaker speaker\_1: I was... I'm sorry, can you hear me?

Speaker speaker\_2: Yeah, I can hear you.

Speaker speaker\_1: Okay. So I was te- I was gonna tell you that you have the VIP+, so they offer three different plans. You have the one that pays the... a greater dollar amount towards the services. Um, so out of the medical plans, you do have the best one. Um, I think for you that says-

Speaker speaker\_2: Okay. So that-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Would you... Would you be able to see, like, what the copay would be for that medical plan?

Speaker speaker\_1: So there's no copays. There's flat fees that they pay towards those services. So I'm gonna give you an example. So for hospital admission benefit-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the VIP+ covers \$1,000 per day for a max of one day. Hospital confinement, they cover \$100 per day for a max of 30 days. Intensive care, they cover \$200 per day for a max of 20 days. So they cover a flat fee towards whatever service you go for. So let's say you go for a emergency room visit. They cover \$100 per day for a max of two days. If your bill comes out to be \$200, they'll cover \$100 and you're responsible for the remaining balance.

Speaker speaker\_2: Okay. Gotcha.

Speaker speaker\_1: Um, I was gonna-

Speaker speaker\_2: And so the-

Speaker speaker\_1: Yes.

Speaker speaker\_2: And so the, um... Do they have all those records already? Because I never received, like, a, a healthcare card.

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_2: So like in the interest that I went to an urgent care, would they have those records on file?

Speaker speaker\_1: No. So you never got your card mailed to you to that 5430 Oak Haven Lane?

Speaker speaker\_2: No. I received, like, multiple packets, but all of 'em said no, no physical card enclosed, except for, I believe, I got vision.

Speaker speaker\_1: Did you get your dental?

Speaker speaker\_2: No.

Speaker speaker\_1: No? Okay, so if you want, I can go ahead and put a request for you to receive a physical card. Um, I was gonna tell you that for your VIP+, which is your medical plan, they never really send those out to the members. You would have to give us a call once you're active to request a physical card if you were to want one. So if you want, I can go ahead and put that request in.

Speaker speaker\_2: Okay. I mean, is there another way that y'all... or like-

Speaker speaker\_1: And I can send it to you via email also-

Speaker speaker\_2: ... without the physical card?

Speaker speaker\_1: Yeah. I can-

Speaker speaker\_2: Okay. I'm just thinking, like, to get it registered at the, um, with whoever, like, the service provider's gonna be at the doctor, yeah.

Speaker speaker\_1: Yeah. Like yeah, I-

Speaker speaker\_2: Like I, I'm only aware of doing it with a physical card, so if there's another way, then we can do that.

Speaker speaker\_1: Okay. Um, well, do you still want me to put a request in? 'Cause I can do that too, 'cause either way, I was gonna tell you, um, that I can send you your card via email as well. But I don't know if you wanna do that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So.

Speaker speaker\_2: Yeah. If you don't mind, can we do both?

Speaker speaker\_1: Yeah, that's fine. And then I was gonna ask you, do you want me to send you the benefit guide? That benefit guide would explain the services and how much of a flat fee it covers towards those visits.

Speaker speaker\_2: Yes. That would be great if you could send me that as well.

Speaker speaker\_1: Okay. Um, is that a good email to send it to?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I was gonna tell you-

Speaker speaker\_2: Yeah, the Gabriel Chacon one.

Speaker speaker\_1: ... also that if, if, whenever I send that guide, if there's a particular service that you have a question regarding that you don't see on the guide telling you specifically, you're always welcome to give the carrier the call, and they'll notify you if that service is covered or not. But all of that's gonna be in the information that I send you, um, via email. So if you want, I can go ahead and send you all of that, your card, the benefit guide, and all of that stuff.

Speaker speaker\_3: Okay. Yeah, that would be awesome.

Speaker speaker\_4: Um, can I put you in a brief hold while I do that just so that once I'm done, I can verify that you got everything?

Speaker speaker\_3: Yeah. Yeah, that's fine.

Speaker speaker\_4: Okay, I'll be right back.

Speaker speaker\_3: All right, thank you■

Speaker speaker\_1: Thank you for hosting. Are you still there?

Speaker speaker\_2: Yes, I'm back.

Speaker speaker\_1: Um, I was gonna ask you, did you want me to email you your vision card also?

Speaker speaker\_2: Uh, yeah, that'd be great.

Speaker speaker\_1: Okay. All right. I just gotta get that and then, um, I'll go ahead and send you everything 'cause I- I'm almost done.

Speaker speaker\_2: Okay. Perfect. Sounds good.

Speaker speaker\_1: All right. Thank you for your hold, sir. I went ahead and emailed you, um, your information.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: It, it should come from an email that says [info@benefitsinacar.com](mailto:info@benefitsinacar.com), and I attached your dental card, your VIP+ card, your vision card, and then I also put that, um, PDF with all the benefits. And then you'll see your VIP+ and then all the services that it covers with its lab fees.

Speaker speaker\_2: Perfect.

Speaker speaker\_1: All right.

Speaker speaker\_2: And then, uh, I, I'm sure it probably says it in there, but real quick if you might know off the top of your head. So do you know, like, does it cover, like, the visit fees? Like initial visit fees?

Speaker speaker\_1: Ooh, I wouldn't know that. Um-

Speaker speaker\_2: Okay. No worries. I'll, I'll look into the...

Speaker speaker\_1: I'm with you. Okay. All right. Yes, sir. Um, if you ever have any questions about certain services that you may not see on the guide, you're always welcome to call, um, that carrier whose number is on the card, which would be APL for your dental plan, your life plan, your critical illness plan, your term life plan, your VIP+ plan. Um, they're u- all under your American Public Life, who is the carrier. And then for your vision, it would be MetLife.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? And then I did-

Speaker speaker\_2: And then that's all...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: All those phone numbers will be on those cards you said?

Speaker speaker\_1: Yes, sir. All that information are on the cards that I sent you, as well as, like, the pharmacy information and then the Multi Plan Networks number. They're the ones who you call to find preferred providers. So all that information is on the cards. And then I was gonna tell you that I also sent a request for you to receive your VIP+ and your dental card. So you should be getting that, like, in five to seven, 10 days.

Speaker speaker\_2: Okay. That sounds perfect. Um, I still... I haven't received... Okay, here it is. From Info ID card, benefits PDF. All right. Yep, I just got it.

Speaker speaker\_1: Okay. And then like I said, if you have any questions, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay?

Speaker speaker\_2: Okay. Perfect. Sounds good. I appreciate it.

Speaker speaker\_1: You're welcome. Have a nice day. Happy holidays.

Speaker speaker\_2: All right. Thanks a lot. Yeah, you too. Bye.