

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? How you doing, Stephanie? I was trying to call in, um, because I wanted to get a... I wanted to get my insurance card, and I wanted to know how, um, how I go about that. Okay. Um, what staff and agency do you work for? For Stella. Okay. And then what are the last four of your social? 0030. And your first and last name, please? Sherrod Griffin. Okay. For security purposes, can you verify your address and date of birth? My birthdate is 01/01/92. Um, my ac- ac- address would be 1806 South 121st Drive. And the city and state? Phoenix, Arizon- Avondale, Arizona, 850- 85323. And I have 623-708-21... I'm sorry, um, 703-8128. Is that correct? 623-703-8128. Yes. And then I have, um, eight- 602-672-7100 as well. Yes. Okay. Um, if you want, I can go ahead and send them to your email. Um, which one do you want me to send it to? Is it the jessicamercado- Mercado? Mm-hmm. Yeah. 724? Yes. Okay. And then you said you had questions as well. Yes. I'm, I'm wondering what, what is the plan I, I come with? What does it come with? Why are you...? Um, so the VIP Standard plan, that plan is your hospital indemnity plan. Um, that's gonna cover things such as doctor visits if sick, hospital visits if injured, urgent care, emergency room, and even some surgeries. It doesn't require you to stay within the net- network as long as the provider takes that insurance. You get prescription benefits through Pharmaville. And it also includes virtual urgent care, as well as behavioral health and virtual primary care. Um, it covers the flat fee towards your hospital indemnity services. It won't cover intensive care though, uh, rehabilitation nor preventive surgery, and it covers some group accident. Um, for this one, it looks like you're paying \$23.02. And then you have your dental and term life. Okay. Can I get the... I want... What do I need? The dental, dental and term life? Uh, term life doesn't have a card. It will only be dental and then your medical card, which is your VIP Standard. Yes. Yes. Okay. Yeah. Um, give me one second. I'm gonna put you in a brief hold while I send it over. Then I'll get you to confirm to see if you received it. How much are they taking now for medical cards? Okay. I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Hello? Hello? Sorry. How much am I paying for medical, ma'am? I'm sorry? How much is, uh, medical coming outta me? \$23.02 is for your VIP Standard. Term life is \$2.11. And then dental's \$3.63. So medical's \$23.02. Okay. And then it looks like that added together is \$28.76 weekly. Okay. He got the ID card. Okay. Did you need anything else? No, ma'am. All right. Well, thank you for your time. I hope you have a great day. Thank you.

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: How you doing, Stephanie? I was trying to call in, um, because I wanted to get a... I wanted to get my insurance card, and I wanted to know how, um, how I go about that.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: For Stella.

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

Speaker speaker_1: 0030.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Sherrod Griffin.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: My birthdate is 01/01/'92. Um, my ac- ac- address would be 1806 South 121st Drive.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Phoenix, Arizon- Avondale, Arizona, 850- 85323.

Speaker speaker_0: And I have 623-708-21... I'm sorry, um, 703-8128. Is that correct? 623-703-8128.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have, um, eight- 602-672-7100 as well.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, if you want, I can go ahead and send them to your email. Um, which one do you want me to send it to? Is it the jessicamercado-

Speaker speaker_1: Mercado?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah.

Speaker speaker_0: 724?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then you said you had questions as well.

Speaker speaker_1: Yes. I'm, I'm wondering what, what is the plan I, I come with? What does it come with? Why are you...?

Speaker speaker_0: Um, so the VIP Standard plan, that plan is your hospital indemnity plan. Um, that's gonna cover things such as doctor visits if sick, hospital visits if injured, urgent care, emergency room, and even some surgeries. It doesn't require you to stay within the network as long as the provider takes that insurance. You get prescription benefits through Pharmaville. And it also includes virtual urgent care, as well as behavioral health and virtual primary care. Um, it covers the flat fee towards your hospital indemnity services. It won't cover intensive care though, uh, rehabilitation nor preventive surgery, and it covers some group accident. Um, for this one, it looks like you're paying \$23.02. And then you have your dental and term life.

Speaker speaker_1: Okay. Can I get the... I want... What do I need? The dental, dental and term life?

Speaker speaker_0: Uh, term life doesn't have a card. It will only be dental and then your medical card, which is your VIP Standard.

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. Yeah. Um, give me one second. I'm gonna put you in a brief hold while I send it over. Then I'll get you to confirm to see if you received it.

Speaker speaker_2: How much are they taking now for medical cards?

Speaker speaker_0: Okay. I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Hello?

Speaker speaker_3: Hello? Sorry.

Speaker speaker_1: How much am I paying for medical, ma'am?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: How much is, uh, medical coming outta me?

Speaker speaker_0: \$23.02 is for your VIP Standard. Term life is \$2.11. And then dental's \$3.63. So medical's \$23.02.

Speaker speaker_1: Okay.

Speaker speaker_0: And then it looks like that added together is \$28.76 weekly.

Speaker speaker_1: Okay.

Speaker speaker_3: He got the ID card.

Speaker speaker_0: Okay. Did you need anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker_1: Thank you.