

## Transcript: Estefania

**Acevedo-6567092812562432-6259556309843968**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, I have a question. Who do I get ahold of for, uh, why they're not gonna cover, like, a certain medication? So, you would have to talk to the carrier of whatever, um... I have to get in the... Let me get in your file so that I can see who the carrier is. What staffing agency do you work for? <> I'm sorry. You were breaking up a little bit. Can you repeat that for me? <> Um, you're kind of breaking up. Can you hear me? Yeah. I'm sorry. I can hear you. It's just I'm in a bad area. Um, he works for ISS. Okay. Oh, it, it's for somebody else? Um, are they around? Not this time. I'm on their actual policy. Yes. So, since it's actually his policy, due to the call being recorded and for security purposes, I would need verbal permission to get in his file even though you're a dependent. Oh, circled fine. That's fine with me. Um, so as long as I hear, like, verbal consent, then I can get in his file. But since it's his, I do need that permission due to the call being recorded. Yeah, I f<> Okay. But we're open from 8:00 AM up until 8:00 PM Eastern Time.

### 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: Uh, I have a question. Who do I get ahold of for, uh, why they're not gonna cover, like, a certain medication?

Speaker speaker\_0: So, you would have to talk to the carrier of whatever, um... I have to get in the... Let me get in your file so that I can see who the carrier is. What staffing agency do you work for?

Speaker speaker\_1: <>

Speaker speaker\_0: I'm sorry. You were breaking up a little bit. Can you repeat that for me?

Speaker speaker\_1: <>

Speaker speaker\_0: Um, you're kind of breaking up. Can you hear me?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I'm sorry.

Speaker speaker\_1: I can hear you. It's just I'm in a bad area. Um, he works for ISS.

Speaker speaker\_0: Okay. Oh, it, it's for somebody else? Um, are they around?

Speaker speaker\_1: Not this time. I'm on their actual policy.

Speaker speaker\_0: Yes. So, since it's actually his policy, due to the call be- being recorded and for security purposes, I would need verbal permission to get in his file even though you're a dependent.

Speaker speaker\_1: Oh, circled fine. That's fine with me.

Speaker speaker\_0: Um, so as long as I hear, like, verbal consent, then I can get in his file. But since it's his, I do need that permission due to the call being recorded.

Speaker speaker\_1: Yeah, I f<>

Speaker speaker\_0: Okay. But we're open from 8:00 AM up until 8:00 PM Eastern Time.