

## Transcript: Estefania

**Acevedo-6662770041470976-6164334976352256**

### Full Transcript

Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I, uh, assist you? Hi, Stephanie. Are you guys the insurance company who, uh, does surge staffing? Yes, sir. Okay. Um, I have insurance through them, but I have yet to receive my medical card. Okay. I could check to see if you're active. Um, why don't I- I mean, I've got my, I got my vision and my dental, but I have- Oh, okay. ... yet to receive my medical. Okay. Um, I could check to see. You probably have one of the VIPs or the insured. Those are cards you actually have to request once you become active, um, so I'll just request it. But I do need to get in your file to see which plan you have. Okay. Uh, what are the last four of your social, and can I please get your name? Um, James Miller and 3956. Okay. Okay, for security purposes, I do need to verify your address and date of birth. It's 15 West South Street, New Riegel, Ohio. And my date of birth is 1-7-82. 419-310-8360 is your phone number? Yes. Yes. And I have m-o-n-t-e miller1982@gmail.com. Is that a good email? Yes. Yes. Yeah, so you do have the VIP Standard. That plan, I have to request the card. If not, they don't mail it out to you. So I'll go ahead- Okay. ... and put in a request for the carrier. Um, did you have it electronically at least, or i- you didn't have it? You didn't know? I, uh, don't have it. Okay, so I'll go ahead and email that to you as well. Um, did you want me to- My card? Yes. Did you also need- Okay, 'cause, 'cause I don't know if I got pneumonia or bronchitis or what, and I need to go to the doctor. Oh, no. Okay, yeah. So- Or maybe seizures or so. Oh, okay. Yeah, so I'll go ahead and, um, send that to your email, so while you wait on it, you can at least have it electronically. 'Cause it's gonna be the same card that you get mailed to you that I'ma send right now. Did you want me to send dental and vision also or just the one that you need? Well, I have the dental card and the vision card. Oh, gotcha. Okay, yeah. I just need this medical so I can actually go to the doctor. Okay, I'ma go ahead and send it. Um, I don't know if you mind confirming, um, on that you say you got it. I'm, I'm in my email right now, just kinda waiting on it. Okay. Give me one second. I'm putting you in a brief hold while I get that card ready. Okay. Hello? Thank you for holding, sir. I went ahead and emailed that to you. Um, do you mind confirming that you received it? It should come from an email that says info@benefitsinacard.com. Um, so... All right, let me... I'm just trying to figure out... And I would check your spam and junk as well. My what? Um, your junk and spam if you don't see it. Oh, I, I got it. I'm just trying to figure out how to download it or whatever. Oh, okay. Oh. Hold on one sec. All right, let me... Um, through APL? Yes, APL. That's the carrier. Okay, um... And then the, the, the plan that you have doesn't require you to stay within a network. So you can use it anywhere as long as a provider accepts it. So it's not a network requirement. Okay. Uh, what is my deductible on that? Does it say? It's not gonna let me know. If you ever have questions regarding things like that, um, who you have to reach out to is APL directly, 'cause they would actually let you know. But I know the plan that you have, it covers a flat fee

towards your, um, services. It covers the percentage. Okay, let me... I'm trying to figure out how to... I got it, I'm just trying to figure out how to download it and save it. Okay. Um- And then that card that I'ma send out to you, is it still going to the 15 West South Street? New Riegel, Ohio? Yes. 448- Yeah, I actually have a PO box too. Okay. Did you prefer it to go to the address or the PO box? Well, all my mail goes to a PO box. Okay, so I can send it there if you want. What's the, the PO box? It's 211. Is it still the same, uh, city, state and zip code? Yes. Yes. Hello? Can you hear me? Yes. Hello? Are you there? Um, yes, now I am. You said PO Box 211. Is it still the same city and- Yes. ... zip code and stuff? Yes. Okay. All right. And that should take, like, seven to ten bus- business days for you to get it, not including the weekend nor the holiday, though. Okay? Okay. Even though Friday's a holiday. All right. Did you need anything from me? Um, nope. I can get back to you. Okay. Yeah, I'm just trying to make sure I save this and I have it still. Do you think? Okay. Hm. Not very intelligent when it comes to phones and stuff. No, you're okay. So, okay. All right, I got it. All right. And if you need any assistance, we're open from 8:00 AM up until 8:00 PM Monday through Friday, but it's gonna be Monday through Thursday this week. Okay. Um, and you said I can go to any carrier or whatever with that? Yeah, any, um, doctor, clinics that you want to go to. Uh, the VIP Standard plan that you have, which is your medical plan, doesn't require you to use a specific doctor or clinic to be covered. Like I said, as long as they accept it, then you can use it. Okay. Well, it's, I should be able to go anywhere then. Mm-hmm. Pretty much. Yes, sir. All right. Well, I was, just in case I had to go to urgent care or anything, I wanted to make sure I had that, so... Yes, sir. All right. All right. Well, thank you, ma'am. You're welcome. I hope you feel better. All right. Thank you. Thank you. Bye. Mm-hmm. Bye.

## Conversation Format

Speaker speaker\_0: Hello?

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

Speaker speaker\_0: Hi, Stephanie. Are you guys the insurance company who, uh, does surge staffing?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, I have insurance through them, but I have yet to receive my medical card.

Speaker speaker\_1: Okay. I could check to see if you're active. Um, why don't I-

Speaker speaker\_0: I mean, I've got my, I got my vision and my dental, but I have-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... yet to receive my medical.

Speaker speaker\_1: Okay. Um, I could check to see. You probably have one of the VIPs or the insured. Those are cards you actually have to request once you become active, um, so I'll

just request it. But I do need to get in your file to see which plan you have.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, what are the last four of your social, and can I please get your name?

Speaker speaker\_0: Um, James Miller and 3956.

Speaker speaker\_1: Okay. Okay, for security purposes, I do need to verify your address and date of birth.

Speaker speaker\_0: It's 15 West South Street, New Riegel, Ohio. And my date of birth is 1-7-82.

Speaker speaker\_1: 419-310-8360 is your phone number?

Speaker speaker\_0: Yes. Yes.

Speaker speaker\_1: And I have m-o-n-t-e miller1982@gmail.com. Is that a good email?

Speaker speaker\_0: Yes. Yes.

Speaker speaker\_1: Yeah, so you do have the VIP Standard. That plan, I have to request the card. If not, they don't mail it out to you. So I'll go ahead-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... and put in a request for the carrier. Um, did you have it electronically at least, or i- you didn't have it? You didn't know?

Speaker speaker\_0: I, uh, don't have it.

Speaker speaker\_1: Okay, so I'll go ahead and email that to you as well. Um, did you want me to-

Speaker speaker\_0: My card?

Speaker speaker\_1: Yes. Did you also need-

Speaker speaker\_0: Okay, 'cause, 'cause I don't know if I got pneumonia or bronchitis or what, and I need to go to the doctor.

Speaker speaker\_1: Oh, no. Okay, yeah. So-

Speaker speaker\_0: Or maybe seizures or so.

Speaker speaker\_1: Oh, okay. Yeah, so I'll go ahead and, um, send that to your email, so while you wait on it, you can at least have it electronically. 'Cause it's gonna be the same card that you get mailed to you that I'ma send right now. Did you want me to send dental and vision also or just the one that you need?

Speaker speaker\_0: Well, I have the dental card and the vision card.

Speaker speaker\_1: Oh, gotcha. Okay, yeah.

Speaker speaker\_0: I just need this medical so I can actually go to the doctor.

Speaker speaker\_1: Okay, I'ma go ahead and send it. Um, I don't know if you mind confirming, um, on that you say you got it.

Speaker speaker\_0: I'm, I'm in my email right now, just kinda waiting on it.

Speaker speaker\_1: Okay. Give me one second. I'm putting you in a brief hold while I get that card ready.

Speaker speaker\_0: Okay. Hello?

Speaker speaker\_1: Thank you for holding, sir. I went ahead and emailed that to you. Um, do you mind confirming that you received it? It should come from an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_0: Um, so... All right, let me... I'm just trying to figure out...

Speaker speaker\_1: And I would check your spam and junk as well.

Speaker speaker\_0: My what?

Speaker speaker\_1: Um, your junk and spam if you don't see it.

Speaker speaker\_0: Oh, I, I got it. I'm just trying to figure out how to download it or whatever.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Oh. Hold on one sec. All right, let me... Um, through APL?

Speaker speaker\_1: Yes, APL. That's the carrier.

Speaker speaker\_0: Okay, um...

Speaker speaker\_1: And then the, the, the plan that you have doesn't require you to stay within a network. So you can use it anywhere as long as a provider accepts it. So it's not a network requirement.

Speaker speaker\_0: Okay. Uh, what is my deductible on that? Does it say?

Speaker speaker\_1: It's not gonna let me know. If you ever have questions regarding things like that, um, who you have to reach out to is APL directly, 'cause they would actually let you know. But I know the plan that you have, it covers a flat fee towards your, um, services. It covers the percentage.

Speaker speaker\_0: Okay, let me... I'm trying to figure out how to... I got it, I'm just trying to figure out how to download it and save it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_1: And then that card that I'ma send out to you, is it still going to the 15 West South Street?

Speaker speaker\_0: New Riegel, Ohio?

Speaker speaker\_1: Yes. 448-

Speaker speaker\_0: Yeah, I actually have a PO box too.

Speaker speaker\_1: Okay. Did you prefer it to go to the address or the PO box?

Speaker speaker\_0: Well, all my mail goes to a PO box.

Speaker speaker\_1: Okay, so I can send it there if you want. What's the, the PO box?

Speaker speaker\_0: It's 211.

Speaker speaker\_1: Is it still the same, uh, city, state and zip code?

Speaker speaker\_0: Yes. Yes.

Speaker speaker\_1: Hello? Can you hear me?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Are you there?

Speaker speaker\_1: Um, yes, now I am. You said PO Box 211. Is it still the same city and-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... zip code and stuff?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. All right. And that should take, like, seven to ten bus- business days for you to get it, not including the weekend nor the holiday, though. Okay?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Even though Friday's a holiday. All right. Did you need anything from me?

Speaker speaker\_0: Um, nope. I can get back to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah, I'm just trying to make sure I save this and I have it still. Do you think?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hm. Not very intelligent when it comes to phones and stuff.

Speaker speaker\_1: No, you're okay.

Speaker speaker\_0: So, okay. All right, I got it.

Speaker speaker\_1: All right. And if you need any assistance, we're open from 8:00 AM up until 8:00 PM Monday through Friday, but it's gonna be Monday through Thursday this week.

Speaker speaker\_0: Okay. Um, and you said I can go to any carrier or whatever with that?

Speaker speaker\_1: Yeah, any, um, doctor, clinics that you want to go to. Uh, the VIP Standard plan that you have, which is your medical plan, doesn't require you to use a specific doctor or clinic to be covered. Like I said, as long as they accept it, then you can use it.

Speaker speaker\_0: Okay. Well, it's, I should be able to go anywhere then.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Pretty much.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. Well, I was, just in case I had to go to urgent care or anything, I wanted to make sure I had that, so...

Speaker speaker\_1: Yes, sir. All right.

Speaker speaker\_0: All right. Well, thank you, ma'am.

Speaker speaker\_1: You're welcome. I hope you feel better.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: Mm-hmm. Bye.