

## **Transcript: Franchesca**

**Baez-5931629964607488-5981566316232704**

### **Full Transcript**

Thank you for calling Benefits with No Card. My name is Francesca. How can I assist you today? Hi. Um, uh, I'm just calling to see what my, excuse me, what my coverage is for, um, for emergency hospital care. Okay. So say, so look, which staffing company are you with? Oxford. And what are the last four of the social and the last name? 9438 and Sullivan. Could you please verify your mailing address for me and date of birth? Date of birth is 9/17/80. My mailing address is 402 South Black Horse Pike, Apartment B as in boy, Blackford, New Jersey 08012. I have phone number same as one you called on, 609-489-9995, with the email of mpsillibin17@gmail.com. Yes. That's me. Let's see. Yes, sir. Your current plan does cover emergency room. It covers a set dollar amount of it with American Public Life. Would you need a copy of your benefit card? It, uh, yeah, i- if you could send that to me, thank you. Um, uh, it, it does cover emergency care you said? Yes, sir. The only thing is, since it is a PPO-limited plan, it's only gonna cover a set dollar amount. Okay. It might not take care of the full bill. Wh- What's the, uh, what's, what's the set dollar amount? It shows that it will cover \$250 from the bill, and then you'll be responsible for the remainder. Okay. All right. All right. Thank you. Thank you. Of course. That, that's... Yep. Um, what about, um, what about being admitted? This says, "Daily hospital confinement is covered at," ooh, "\$50 out of the bill per day." F- 50 out of the... Okay. All right. Okay. All right. Thank you. My pleasure. I've sent you an email with your benefit card from info@benefitswithnocard.com. Okay. All right. I appreciate it. Thank you. My pleasure. Was there anything else I can assist you with today? No. No. Thank you. All right. Have a great day. Feel better.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits with No Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. Um, uh, I'm just calling to see what my, excuse me, what my coverage is for, um, for emergency hospital care.

Speaker speaker\_0: Okay. So say, so look, which staffing company are you with?

Speaker speaker\_1: Oxford.

Speaker speaker\_0: And what are the last four of the social and the last name?

Speaker speaker\_1: 9438 and Sullivan.

Speaker speaker\_0: Could you please verify your mailing address for me and date of birth?

Speaker speaker\_1: Date of birth is 9/17/80. My mailing address is 402 South Black Horse Pike, Apartment B as in boy, Blackford, New Jersey 08012.

Speaker speaker\_0: I have phone number same as one you called on, 609-489-9995, with the email of mpsillibin17@gmail.com.

Speaker speaker\_1: Yes. That's me.

Speaker speaker\_0: Let's see. Yes, sir. Your current plan does cover emergency room. It covers a set dollar amount of it with American Public Life. Would you need a copy of your benefit card?

Speaker speaker\_1: It, uh, yeah, i- if you could send that to me, thank you. Um, uh, it, it does cover emergency care you said?

Speaker speaker\_0: Yes, sir. The only thing is, since it is a PPO-limited plan, it's only gonna cover a set dollar amount.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It might not take care of the full bill.

Speaker speaker\_1: Wh- What's the, uh, what's, what's the set dollar amount?

Speaker speaker\_0: It shows that it will cover \$250 from the bill, and then you'll be responsible for the remainder.

Speaker speaker\_1: Okay. All right. All right. Thank you. Thank you.

Speaker speaker\_0: Of course.

Speaker speaker\_1: That, that's... Yep. Um, what about, um, what about being admitted?

Speaker speaker\_0: This says, "Daily hospital confinement is covered at," ooh, "\$50 out of the bill per day."

Speaker speaker\_1: F- 50 out of the... Okay. All right. Okay. All right. Thank you.

Speaker speaker\_0: My pleasure. I've sent you an email with your benefit card from info@benefitswithnocard.com.

Speaker speaker\_1: Okay. All right. I appreciate it. Thank you.

Speaker speaker\_0: My pleasure. Was there anything else I can assist you with today?

Speaker speaker\_1: No. No. Thank you.

Speaker speaker\_0: All right. Have a great day. Feel better.