

Transcript: Justin

Mills-5728855478190080-5584802275082240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, I'm about to go to the, the doctor's, and, um, I'm trying to see what, uh, what health, uh, medical, uh, plan I got with you guys. Um, is it Health, Health MEC? Um, let me try pulling your file to confirm that. What's that staffing agency you work for? Uh, BG Multi-Family Group. And the last four of your Social? Uh, six nine six two. And what was your first and last name? Akia Granberry. And for security purposes, could you verify the home address, including city, state and zip code, Akia? Yes, one second. Uh, it's, uh, 3427 Seabreeze Walk, Oceanside, California 920... uh, 92052... 920... 92056. And your date of birth? Uh, 10/12/'79. And a good telephone number have a 619-318-4208? 42... Yeah, that's it. And the email I have is granberry31 at gmail? No, uh, it's granberry40@icloud.com. All right, so let's see here. 0 and iCloud. Okay, so looking at the file, um, yes, you do have the ME/C TeleRx which covers your preventative healthcare services like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. Okay, what, what- Blood pressure. What about high blood pressure? Yeah, blood pressure screenings, yes. How about eye pr- Okay, what ar- Where's the hospitals that I can go to here? I'm here in, uh, San Diego. Um, so I actually don't have a list on hand. However, I can provide you with a telephone number and if you provide them with your zip code, they can provide that information for you. Okay. Okay. And just let me know whenever you're ready. I'm ready. Okay, so that company is called MultiPlan. MultiPlan? Yes, sir. Okay. And their telephone number is 800- 800- ... 457- ... 457- ... 1403. ... 1403. Perfect. Yes, sir. Is there anything else I can- Okay, yeah. ... help you with today? Nope, that was it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes, I'm about to go to the, the doctor's, and, um, I'm trying to see what, uh, what health, uh, medical, uh, plan I got with you guys. Um, is it Health, Health MEC?

Speaker speaker_1: Um, let me try pulling your file to confirm that. What's that staffing agency you work for?

Speaker speaker_2: Uh, BG Multi-Family Group.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, six nine six two.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Akia Granberry.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Akia?

Speaker speaker_2: Yes, one second. Uh, it's, uh, 3427 Seabreeze Walk, Oceanside, California 920... uh, 92052... 920... 92056.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 10/12/'79.

Speaker speaker_1: And a good telephone number have a 619-318-4208?

Speaker speaker_2: 42... Yeah, that's it.

Speaker speaker_1: And the email I have is granberry31 at gmail?

Speaker speaker_2: No, uh, it's granberry40@icloud.com.

Speaker speaker_1: All right, so let's see here. 0 and iCloud. Okay, so looking at the file, um, yes, you do have the ME/C TeleRx which covers your preventative healthcare services like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_3: Okay.

Speaker speaker_2: Okay, what, what-

Speaker speaker_3: Blood pressure.

Speaker speaker_2: What about high blood pressure?

Speaker speaker_1: Yeah, blood pressure screenings, yes.

Speaker speaker_3: How about eye pr-

Speaker speaker_2: Okay, what ar- Where's the hospitals that I can go to here? I'm here in, uh, San Diego.

Speaker speaker_1: Um, so I actually don't have a list on hand. However, I can provide you with a telephone number and if you provide them with your zip code, they can provide that information for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And just let me know whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay, so that company is called MultiPlan.

Speaker speaker_2: MultiPlan?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: And their telephone number is 800-

Speaker speaker_2: 800-

Speaker speaker_1: ... 457-

Speaker speaker_2: ... 457-

Speaker speaker_1: ... 1403.

Speaker speaker_2: ... 1403. Perfect.

Speaker speaker_1: Yes, sir. Is there anything else I can-

Speaker speaker_2: Okay, yeah.

Speaker speaker_1: ... help you with today?

Speaker speaker_2: Nope, that was it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.