

## Transcript: Justin

**Mills-5958314148413440-5496324296720384**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, I just received a call from you guys about the benefits card from, uh, SST. Um, I was just wondering, um, what is the coverage exactly for that? Yeah. Let me try pulling your file and see what's going on. What's that, the Superior Skilled Trades, you said? Or SST? Uh, yes. Yeah. Okay. And what's the last four of your social? It's gonna be 8775. And what was your first and last name? Uh, first name's gonna be Anthony. Last name, Gonzales. And for security purposes, could you verify your home address, including city, state and zip code, Anthony? Okay. Uh, address is gonna be 2993 Park Way Village, and it's gonna be in Melbourne, Florida. And zip code is 32935. Okay, so Park Way Village or Park Village Way? Uh, Park Village Way. I guess, I'm sorry, I guess I'm conf- confusing. Okay, and was there an apartment number associated with that, or no? Yes. 2993. Okay. And confirm your date of birth for me. 10/15/2001. And a good telephone number have a 416-9147. Yes, that is correct. And the email has anthony.gonzalez3@spacex.com? Um, yes, but, um, could I put a secondary email? 'Cause that's my- Yeah. ... work email. Is it okay to put my personal one? Yeah. What's a good work, uh, personal email for you? Uh, it's gonna be first name, last name, and then it's gonna be D as in delta, B as in bravo, Z as in zulu1@gmail.com. One at gmail. Okay. So just to confirm, Anthony.GonzalezDBZ as in zebra1 at gmail? Yeah. It, it doesn't have the dot, so it's just AnthonyGonzalez- Oh, my apologies. ... DBZ1 at gmail.com. That's all right. Okay. So let's see here. So looking at the file, looks like you're currently enrolled into vision, um, dental, the VIP Classic, which covers hospitals, doctors and medications, term life, which is a life insurance policy, and then the MEC standalone, which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. Okay. Okay. Um, in terms of trying to use this for like dental, um, is it possible... 'Cause I did see that it said it was effective already. Mm-hmm. Um, do I just go, uh, through you guys to see if, like, I qualify with any dental office or do you guys recommend a dental office? Um, so I can provide you with a number to find those dental providers in your location. Um, when you do call them, just provide them with your zip code. Um, but just let me know- Okay. ... whenever you're ready for their telephone number. Um, give me one second. I just need something to jot it on. You are good. Go ahead. So the company is called Carington. Uh, could you- And- ... uh, spell that out? Sorry. Carington? No worries. Um- Good. Yeah. So C-A-R-I-N-G- Mm-hmm. T-O-N. Carington. Okay. And their telephone number is 800-290-0523. Okay. Just to double confirm on that number, it's, uh, 800-290-0523? Correct. Yes, sir. Okay. Um, okay. And then I would just call them and then give them my zip code, you said? Yes, sir. Just provide them with your zip code and they'll provide a list of dental providers in that location. Yes. Okay. Sounds good. Um, in terms of benefit cards, uh, where would I get that? Is it like an actual physical card? Um, yeah. So since you became active in

the coverage as of this past Monday, the 5th, physical ID cards- Mm-hmm. ... will arrive early, early next week. However- Okay. ... if you did call back tomorrow or Friday, we can email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Okay. Um, all right. Sounds good. Um, and in terms of like, um, coverage as well, do you guys do, um, specialists or no? Um, yes. So you do have coverage for hospitals, doctors, and medications. You do have specialist cover or specialty cover under that VIP- Okay. ... Classic Medicine Plan. Um, now I can email you a copy of a benefit guide to show you what g- uh, the benefits actually go in depth of what's covered and what's not covered. Um, so I'll do that for you, um, just so you have that information. Um, email that you should look out for that is coming from info@benefitsandacard.com. Okay. Okay? Okay. Okay. All right. Well, is there anything else I could assist you with today, Anthony? Um, yeah. Do you also have a... I don't know if I can ask this one on my side, or someone that you can recommend for like a cardiologist? Do you have anything for that? Yeah. So I do have another telephone number, uh, to where if you provide them with your zip code, they can provide that information to you. Um, the company's called MultiPlan. Okay. And their telephone number is 800-157- Okay. ... 1403. Okay. Okay. Just double checking on that. 457-1403? Correct. Yes, sir. Okay. All right. That was... That's, that's me. Awesome. Well, you have a wonderful day, okay- Okay. ... Anthony? Okay. Thank you. You as well. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. Um, I just received a call from you guys about the benefits card from, uh, SST. Um, I was just wondering, um, what is the coverage exactly for that?

Speaker speaker\_0: Yeah. Let me try pulling your file and see what's going on. What's that, the Superior Skilled Trades, you said? Or SST?

Speaker speaker\_1: Uh, yes. Yeah.

Speaker speaker\_0: Okay. And what's the last four of your social?

Speaker speaker\_1: It's gonna be 8775.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Uh, first name's gonna be Anthony. Last name, Gonzales.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Anthony?

Speaker speaker\_1: Okay. Uh, address is gonna be 2993 Park Way Village, and it's gonna be in Melbourne, Florida. And zip code is 32935.

Speaker speaker\_0: Okay, so Park Way Village or Park Village Way?

Speaker speaker\_1: Uh, Park Village Way. I guess, I'm sorry, I guess I'm conf- confusing.

Speaker speaker\_0: Okay, and was there an apartment number associated with that, or no?

Speaker speaker\_1: Yes. 2993.

Speaker speaker\_0: Okay. And confirm your date of birth for me.

Speaker speaker\_1: 10/15/2001.

Speaker speaker\_0: And a good telephone number have a 416-9147.

Speaker speaker\_1: Yes, that is correct.

Speaker speaker\_0: And the email has anthony.gonzalez3@spacex.com?

Speaker speaker\_1: Um, yes, but, um, could I put a secondary email? 'Cause that's my-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... work email. Is it okay to put my personal one?

Speaker speaker\_0: Yeah. What's a good work, uh, personal email for you?

Speaker speaker\_1: Uh, it's gonna be first name, last name, and then it's gonna be D as in delta, B as in bravo, Z as in zulu1@gmail.com.

Speaker speaker\_0: One at gmail. Okay. So just to confirm, Anthony.GonzalezDBZ as in zebra1 at gmail?

Speaker speaker\_1: Yeah. It, it doesn't have the dot, so it's just AnthonyGonzalez-

Speaker speaker\_0: Oh, my apologies.

Speaker speaker\_1: ... DBZ1 at gmail.com. That's all right.

Speaker speaker\_0: Okay. So let's see here. So looking at the file, looks like you're currently enrolled into vision, um, dental, the VIP Classic, which covers hospitals, doctors and medications, term life, which is a life insurance policy, and then the MEC standalone, which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_1: Okay. Okay. Um, in terms of trying to use this for like dental, um, is it possible... 'Cause I did see that it said it was effective already.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, do I just go, uh, through you guys to see if, like, I qualify with any dental office or do you guys recommend a dental office?

Speaker speaker\_0: Um, so I can provide you with a number to find those dental providers in your location. Um, when you do call them, just provide them with your zip code. Um, but just let me know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... whenever you're ready for their telephone number.

Speaker speaker\_1: Um, give me one second. I just need something to jot it on. You are good. Go ahead.

Speaker speaker\_0: So the company is called Carington.

Speaker speaker\_1: Uh, could you-

Speaker speaker\_0: And-

Speaker speaker\_1: ... uh, spell that out? Sorry. Carington?

Speaker speaker\_0: No worries. Um-

Speaker speaker\_1: Good.

Speaker speaker\_0: Yeah. So C-A-R-I-N-G-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: T-O-N. Carington.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their telephone number is 800-290-0523.

Speaker speaker\_1: Okay. Just to double confirm on that number, it's, uh, 800-290-0523?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_1: Okay. Um, okay. And then I would just call them and then give them my zip code, you said?

Speaker speaker\_0: Yes, sir. Just provide them with your zip code and they'll provide a list of dental providers in that location. Yes.

Speaker speaker\_1: Okay. Sounds good. Um, in terms of benefit cards, uh, where would I get that? Is it like an actual physical card?

Speaker speaker\_0: Um, yeah. So since you became active in the coverage as of this past Monday, the 5th, physical ID cards-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... will arrive early, early next week. However-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... if you did call back tomorrow or Friday, we can email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker\_1: Okay. Um, all right. Sounds good. Um, and in terms of like, um, coverage as well, do you guys do, um, specialists or no?

Speaker speaker\_0: Um, yes. So you do have coverage for hospitals, doctors, and medications. You do have specialist cover or specialty cover under that VIP-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... Classic Medicine Plan. Um, now I can email you a copy of a benefit guide to show you what g- uh, the benefits actually go in depth of what's covered and what's not covered. Um, so I'll do that for you, um, just so you have that information. Um, email that you should look out for that is coming from [info@benefitsandacard.com](mailto:info@benefitsandacard.com).

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_0: Well, is there anything else I could assist you with today, Anthony?

Speaker speaker\_1: Um, yeah. Do you also have a... I don't know if I can ask this one on my side, or someone that you can recommend for like a cardiologist? Do you have anything for that?

Speaker speaker\_0: Yeah. So I do have another telephone number, uh, to where if you provide them with your zip code, they can provide that information to you. Um, the company's called MultiPlan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their telephone number is 800-157-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 1403.

Speaker speaker\_1: Okay. Okay. Just double checking on that. 457-1403?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_1: Okay. All right. That was... That's, that's me.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... Anthony?

Speaker speaker\_1: Okay. Thank you. You as well.

Speaker speaker\_0: Thank you. Bye.