

## **Transcript: Pamela**

**Blanc-5469831839039488-5617077545025536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, I got a card in the mail. I'm just trying to see, uh, what it's about and, uh, if I have insurance or not. Okay. Who do you work for? Uh, Surge. Okay. So, are you currently working for them? Yeah. Okay. So there's an auto enrollment at Surge due to your employee for preventive care plan. I could pull up your file and see the status of your benefit. Okay. May I have the last four digits of your Social? 7797. Your first and last name, sir? Jeremiah Boyd. Mr. Boyd, for security reasons and just to make sure we are in the correct file, we need to verify the complete address and date of birth. Uh, the address on file is probably 919 Skidmore Avenue, Prep Well Alley, 36066. Or 13183 Central Plank Road, Atlantic, Alabama, 36024. Yeah. Yeah. Okay. Okay. And, oh, okay. So we have a case number on file, 3347311236, and your email is Jame... I mean, sorry, J-M-I-A-H Boyd, your last name, 7777 at gmail.com. Yes. So, um, Mr. Boyd, what was the date of birth? I'm sorry. 7-23-77. Okay. Thank you. Um, so yes, your benefits are active. The way the plan works is that you're, um, you are responsible to pay for the doctor's visit only and the insurance gonna cover the actual procedure, which has to be preventive care. On the card is the phone number and a website where you can find a provider in your area. Um, and they'll provide you with your preventive care medication. Oh, so it's not insurance. It's just a, a medication card? The... It's a, um, it's only for preventive care. You cannot use it in hospital or any other facility that, that is not a doctor's office to care for your expenses. Okay. Thank you. No problem. Thank you for giving us a call. Have a great rest of the day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yeah, I got a card in the mail. I'm just trying to see, uh, what it's about and, uh, if I have insurance or not.

Speaker speaker\_1: Okay. Who do you work for?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: Okay. So, are you currently working for them?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So there's an auto enrollment at Surge due to your employee for preventive care plan. I could pull up your file and see the status of your benefit.

Speaker speaker\_2: Okay.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 7797.

Speaker speaker\_1: Your first and last name, sir?

Speaker speaker\_2: Jeremiah Boyd.

Speaker speaker\_1: Mr. Boyd, for security reasons and just to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker\_2: Uh, the address on file is probably 919 Skidmore Avenue, Prep Well Alley, 36066. Or 13183 Central Plank Road, Atlantic, Alabama, 36024.

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. And, oh, okay. So we have a case number on file, 3347311236, and your email is Jame... I mean, sorry, J-M-I-A-H Boyd, your last name, 7777 at gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: So, um, Mr. Boyd, what was the date of birth? I'm sorry.

Speaker speaker\_2: 7-23-77.

Speaker speaker\_1: Okay. Thank you. Um, so yes, your benefits are active. The way the plan works is that you're, um, you are responsible to pay for the doctor's visit only and the insurance gonna cover the actual procedure, which has to be preventive care. On the card is the phone number and a website where you can find a provider in your area. Um, and they'll provide you with your preventive care medication.

Speaker speaker\_2: Oh, so it's not insurance. It's just a, a medication card?

Speaker speaker\_1: The... It's a, um, it's only for preventive care. You cannot use it in hospital or any other facility that, that is not a doctor's office to care for your expenses.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too.