

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? It's Donald Ross calling. I had to call to enroll or make changes, it says. Okay, who do you work for, sir? Huh? Who do you work for? MAU. Okay, and the last four digits of the Social? 3685. 685. Your first and last name? Donald Ross. Mr. Ross, for security reasons and to make sure we are in the correct file- ... can you please verify the complete address and date of birth? 103 Kentmont Lane, Greer, South Carolina. Birthday 10/27/76. Is your email 29651? Yeah. Okay. So, um... If you don't wanna make any changes, it will stay the same and, um, you'll keep the same ID card. Mm-hmm. What would you like to do? Well, I wanted to see, um, about changing 'cause, like what I have now, if we go to the doctor, it don't cover nothing. Like my wife, she has to have like a mammogram done and stuff, but it don't cover for it. So I need something that would cover like stuff like that. Okay. So yeah, um, it doesn't have preventive care included. Mm-hmm. Now they offer a plan called the Stay Healthy-Enhance, which is like four more dollars than the one you already have. Uh-huh. And it will have your hospital eliminated and your preventive care included. Um- Okay. I need that then. Okay. But when you decide... When you go to the doctor's office for your preventive care, you have to go to a participa- a participating provider in order for the procedures to be covered 100%. So, but she always has her own doctor, though, so if it don't cover it, then what? 'Cause she's had the same doctor ever since she was, uh, ever since she was a kid, so... Okay. So if you would like, um, on the ID card that you already have for you, um, benefits, uh, for the medical, it's a number there called MultiPlan and a website. There you could check it for a doctor's visit network. Right. And you still have until today, eight o'clock. We're here until eight o'clock Eastern Time, um, to call us back and, and do the changes if you would like to. Because for the preventive care, regardless, um, she will have to go through a participating provider. Right. Well, I mean, she can do the mammogram and it... for that. That's no problem. Oh, yeah, because, um, when it's- That's why, that's why I need to go ahead and make the change- I need to make the changes so it'll be covered anyway. I mean, yeah, we'll- Yeah. ... we'll find a provider for it. Oh, yeah. Yeah. Like, um, when it comes to the preventive care, something that you do once a year pretty much- Right. So you, so you got it. Like and a- and actually it's the procedures that the insurance covering, so it shouldn't be no problem. Right. All right. So you're paying right now 47.64 for all the plans that you have. Mm-hmm. If I change it to the Stay Healthy Enhance, you will be paying \$50.07. Okay. All right, you want me to go ahead and make the changes? Yes. Okay. So the new benefits, they do, uh, take one to two weeks to start. Um, you will be- Mm-hmm. ... receiving new ID card. Um, so let's see. When you see the new- Okay. ... um, premium taken out of your paycheck the following Monday, the benefit should be active. You could give us a call to- Right. ... um, make sure and verify that. Okay. Okay. Anything else that I could do for you, sir? No, that's all. All right.

Thank you for giving us a call today. Have a great rest of the day. Oh, oh, one more thing. I'm sorry. Yes? Okay. For the new one, when you send it, um, it, it'll still be the same number to call for the provider? Yes. On my previous card that I have? Yes, sir. So I can still call and look around while I'm still waiting- Oh, yeah. ... for the new card? Sure. Okay. Definitely. That's good. All right. Thank you. Thank you. Yep. Have a great weekend, sir. All right. Thank you. You too. All right. All right. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: It's Donald Ross calling. I had to call to enroll or make changes, it says.

Speaker speaker\_0: Okay, who do you work for, sir?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Who do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: Okay, and the last four digits of the Social?

Speaker speaker\_1: 3685.

Speaker speaker\_0: 685. Your first and last name?

Speaker speaker\_1: Donald Ross.

Speaker speaker\_0: Mr. Ross, for security reasons and to make sure we are in the correct file- ... can you please verify the complete address and date of birth?

Speaker speaker\_1: 103 Kentmont Lane, Greer, South Carolina. Birthday 10/27/76.

Speaker speaker\_0: Is your email 29651?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So, um... If you don't wanna make any changes, it will stay the same and, um, you'll keep the same ID card.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What would you like to do?

Speaker speaker\_1: Well, I wanted to see, um, about changing 'cause, like what I have now, if we go to the doctor, it don't cover nothing. Like my wife, she has to have like a mammogram done and stuff, but it don't cover for it. So I need something that would cover like stuff like that.

Speaker speaker\_0: Okay. So yeah, um, it doesn't have preventive care included.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Now they offer a plan called the Stay Healthy-Enhance, which is like four more dollars than the one you already have.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And it will have your hospital eliminated and your preventive care included. Um-

Speaker speaker\_1: Okay. I need that then.

Speaker speaker\_0: Okay. But when you decide... When you go to the doctor's office for your preventive care, you have to go to a participa- a participating provider in order for the procedures to be covered 100%.

Speaker speaker\_1: So, but she always has her own doctor, though, so if it don't cover it, then what? 'Cause she's had the same doctor ever since she was, uh, ever since she was a kid, so...

Speaker speaker\_0: Okay. So if you would like, um, on the ID card that you already have for you, um, benefits, uh, for the medical, it's a number there called MultiPlan and a website. There you could check it for a doctor's visit network.

Speaker speaker\_1: Right.

Speaker speaker\_0: And you still have until today, eight o'clock. We're here until eight o'clock Eastern Time, um, to call us back and, and do the changes if you would like to. Because for the preventive care, regardless, um, she will have to go through a participating provider.

Speaker speaker\_1: Right. Well, I mean, she can do the mammogram and it... for that. That's no problem.

Speaker speaker\_0: Oh, yeah, because, um, when it's-

Speaker speaker\_1: That's why, that's why I need to go ahead and make the change- I need to make the changes so it'll be covered anyway. I mean, yeah, we'll-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... we'll find a provider for it.

Speaker speaker\_0: Oh, yeah. Yeah. Like, um, when it comes to the preventive care, something that you do once a year pretty much-

Speaker speaker\_1: Right.

Speaker speaker\_0: So you, so you got it. Like and a- and actually it's the procedures that the insurance covering, so it shouldn't be no problem.

Speaker speaker\_1: Right.

Speaker speaker\_0: All right. So you're paying right now 47.64 for all the plans that you have.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: If I change it to the Stay Healthy Enhance, you will be paying \$50.07.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, you want me to go ahead and make the changes?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So the new benefits, they do, uh, take one to two weeks to start. Um, you will be-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... receiving new ID card. Um, so let's see. When you see the new-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, premium taken out of your paycheck the following Monday, the benefit should be active. You could give us a call to-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... um, make sure and verify that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Anything else that I could do for you, sir?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_1: Oh, oh, one more thing. I'm sorry.

Speaker speaker\_0: Yes?

Speaker speaker\_1: Okay. For the new one, when you send it, um, it, it'll still be the same number to call for the provider?

Speaker speaker\_0: Yes.

Speaker speaker\_1: On my previous card that I have?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: So I can still call and look around while I'm still waiting-

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: ... for the new card?

Speaker speaker\_0: Sure.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Definitely.

Speaker speaker\_1: That's good. All right. Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Have a great weekend, sir.

Speaker speaker\_1: All right. Thank you. You too.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_0: Bye.