

Transcript: Sara

Marulanda-5639098289569792-5140619150704640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Uh, hello. Good, good morning. Good morning, sir. How may I help you? Yes, so I'm a, I'm a Christian. I'm sorry? My name is Jean. Uh, my name is Jean Pierre. Okay. Um, I work with, uh, the insurance search. With search, okay. Okay, so I got, uh, a call, I get a card from here. And, uh, and I have, I start to, to feel, uh, for the, for the medicine, but my point of view, uh, very important, I want to make a test for A1C. You get me? Okay, um, I really don't. Um, let me find your account first and we can go from there. Eh, may I have the last four digits of your Social Security number? Social Security number? Yes, the last four of your Social, please. In my card? No, what I mean is, the last four digits of your Social Security number to locate your account. Oh, okay. Oh, so let me see if I... Hello? If I get a card, how... I'm... Okay, I, yeah, I- No, not, not, not the card, the Social Security number. Yeah, the Sec- my security number? Yes, the last four numbers. Okay, two, two, three- three, two... oh, no, no, no, no. 3273. Thank you very much. Okay. You get it? Yes. Oh. Mr. Jean Pierre. Yes. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah, my address. Yeah, I can give it to you. My, uh, date of birth, March, March 5, March 5, 1964. Okay, thank you. And your address? 4479 East Livingston Avenue, Columbus, Ohio 43227. Thank you very much. Okay. And is your email pierrejeanax@yahoo.fr? Yes. And is your phone number 754-202-6148? Yes, correct. Thank you very much. Okay, so you're calling about a card, is that correct? Uh, the number? No. No, no, no. Okay, um, wh- what are you calling for? Oh, I called you because I, I did appointment, appointment because I want to check, uh, I, I want to get a checkup and check my A1C. What is an A1C? A1C, that's, uh, it's a base test for someone, uh, who's a diabetic. Oh, you want to know if your insurance covers A1C? Oh, no, no. I want to test if the average A1C, my A1C is correct. Because that's, that's the average. Oh, so A1C is a test to identify if someone is diabetic. Okay, so you want to know if your coverage will cover a test for, um, A1C? Yeah. Yeah, and I want to do it. You want to do it already? I don't do, I don't do it already, but I want to do it. Okay, so there on your ID card, there is a phone number to locate- Mm-hmm. ... participant providers. W- we are the administrators. W- we, we don't do those tests here. Okay. So there is a phone number where you have to call. It's 800-884- Uh-huh. 800- 884- 884. ... 693. So this is not, uh, it's not in the card. No, you need to call that number. I will transfer your call with them. Okay? I will transfer your call. So let me- But I want you to write down that phone number. Let, let me write it down. Yes, please. 888- Just let me know when you're ready. Yeah, I'm ready. Eight- Okay. It's 800-800. 884- 884. 69- 69- 93. 93. All right. Yes. They gonna- And, uh, oh, oh- Okay, listen to me. Please. Yes, yes. They gonna ask for your address for they to send you a list- Okay. ... of doctors that will accept this insurance and will proceed with the test. We don't do that here.

Okay. It's a different department, okay? Okay, all right. Okay, so let me transfer your call with them. Okay. Okay, give me just a minute, please. Mm-hmm, I will stay online in the line. Yes. Okay. Someone else is going to talk to you, okay? All right, thank you. Have a great day and thank you for calling Benefits Center Card. Yes, thank you, too. Bye now. Do well. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Uh, hello. Good, good morning. Good morning, sir. How may I help you? Yes, so I'm a, I'm a Christian. I'm sorry? My name is Jean. Uh, my name is Jean Pierre. Okay. Um, I work with, uh, the insurance search. With search, okay. Okay, so I got, uh, a call, I get a card from here. And, uh, and I have, I start to, to feel, uh, for the, for the medicine, but my point of view, uh, very important, I want to make a test for A1C. You get me? Okay, um, I really don't. Um, let me find your account first and we can go from there. Eh, may I have the last four digits of your Social Security number? Social Security number? Yes, the last four of your Social, please. In my card? No, what I mean is, the last four digits of your Social Security number to locate your account. Oh, okay. Oh, so let me see if I... Hello? If I get a card, how... I'm... Okay, I, yeah, I- No, not, not, not the card, the Social Security number. Yeah, the Sec- my security number? Yes, the last four numbers. Okay, two, two, three- three, two... oh, no, no, no, no. 3273. Thank you very much. Okay. You get it? Yes. Oh. Mr. Jean Pierre. Yes. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah, my address. Yeah, I can give it to you. My, uh, date of birth, March, March 5, March 5, 1964. Okay, thank you. And your address? 4479 East Livingston Avenue, Columbus, Ohio 43227. Thank you very much. Okay. And is your email pierrejeanalex@yahoo.fr? Yes. And is your phone number 754-202-6148? Yes, correct. Thank you very much. Okay, so you're calling about a card, is that correct? Uh, the number? No. No, no, no. Okay, um, wh- what are you calling for? Oh, I called you because I, I did appointment, appointment because I want to check, uh, I, I want to get a checkup and check my A1C. What is an A1C? A1C, that's, uh, it's a base test for someone, uh, who's a diabetic. Oh, you want to know if your insurance covers A1C? Oh, no, no. I want to test if the average A1C, my A1C is correct. Because that's, that's the average. Oh, so A1C is a test to identify if someone is diabetic. Okay, so you want to know if your coverage will cover a test for, um, A1C? Yeah. Yeah, and I want to do it. You want to do it already? I don't do, I don't do it already, but I want to do it. Okay, so there on your ID card, there is a phone number to locate- Mm-hmm. ... participant providers. W- we are the administrators. W- we, we don't do those tests here. Okay. So there is a phone number where you have to call. It's 800-884- Uh-huh. 800- 884- 884. ... 693. So this is not, uh, it's not in the card. No, you need to call that number. I will transfer your call with them. Okay? I will transfer your call. So let me- But I want you to write down that phone number. Let, let me write it down. Yes, please. 888- Just let me know when you're ready. Yeah, I'm ready. Eight- Okay. It's 800- 800. 884- 884. 69- 69- 93. 93. All right. Yes. They gonna- And, uh, oh, oh- Okay, listen to me. Please. Yes, yes. They gonna ask for your address for they to send you a list- Okay. ... of doctors that will accept this insurance and will proceed with the test. We don't do that here.

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