

Transcript: Sara

Marulanda-6545830566871040-6748621742718976

Full Transcript

Thank you for calling Benefits, thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? David Romero. Oh. Hello, Mr. Romero. How may I help you? I'm calling today because I have a doctor's appointment scheduled for today, this afternoon. And I was wondering, uh, because they just called me and they wanted to make sure that I'm covered, uh, for a physical. Okay. So- Let me check that for you. Thank you. May I have, please, the name of the agency that you are working with and the last four of your Social? Partners- Personnel? Okay. ... Personnel. And 9121. Thank you very much, Mr. David Romero. And just for security purposes, sir, can you please verify your address and date of birth? 13686 East Evans Avenue, Aurora. And July 15th, 1963. And is your email davidgrome- Ooh. ... romero? I'm sorry. Yes, it is. 726 email? DavidGRomero726. That is correct. Phone number is 720-431-3026. Yes. Thank you very much. Okay. Mm-hmm. Your coverage is active. And you say you have a physical? Yes. Okay. You are VIP Prime. Okay. Is your plan will cover \$150 per day up to four times for physician's office visit? But your plan does not in-cover, I mean, it's th-It will cover the, the doctor visitation for \$150, but it don't specify if it's for a physical only or for m- sickness, uh, because there is another plan that, uh, they have, uh, they cover physical examinations, but this one said, uh, mm, it said, "Physician's office visit covered \$150 per day up to four times." So o-only \$150? That's what it covers. It's, it's- Yes, sir- Ah. ... for doctor visitations. So they cover up to \$150 and then- Up- ... whatever is beyond that, I have to pay? Yes, sir. It covers- Or- ... up to \$150 for four times per year. So four time... I, I, I don't understand what you said. A full-time what? Okay. Four times- Sorry. ... per year. You, you have- Oh, four times- ... four visits per year- Per year? Yes, sir. Oh, okay. Physician's- Yeah. Oh, no. ... office visit. I, this is my- And each time... Yes. This is my first visit for the year, so... Y- Okay. And I usually only go once year. Oh, okay. It will? Okay. Um... Do you have the card with you? Yes. I understand that now. Um- N- no, my, my question was, do you have your ID card with you? Oh, I do. I do. Okay. Okay. Um, well, if you have your ID card, your coverage is active. And, uh, yes, the coverage will be \$150. And, uh, do you have any other questions for us, sir? Any what? Any other questions? Oh, no. Okay. No, I'm done. All righty, sir. Thank you very much. Yes, you're more than welcome. All right. Have a wonderful day and thank you for calling Benefits in a Cart. Okay, thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits, thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? David Romero. Oh. Hello, Mr. Romero. How

may I help you? I'm calling today because I have a doctor's appointment scheduled for today, this afternoon. And I was wondering, uh, because they just called me and they wanted to make sure that I'm covered, uh, for a physical. Okay. So- Let me check that for you. Thank you. May I have, please, the name of the agency that you are working with and the last four of your Social? Partners- Personnel? Okay. ... Personnel. And 9121. Thank you very much, Mr. David Romero. And just for security purposes, sir, can you please verify your address and date of birth? 13686 East Evans Avenue, Aurora. And July 15th, 1963. And is your email davidgrome- Ooh. ... romero? I'm sorry. Yes, it is. 726 email? DavidGRomero726. That is correct. Phone number is 720-431-3026. Yes. Thank you very much. Okay. Mm-hmm. Your coverage is active. And you say you have a physical? Yes. Okay. You are VIP Prime. Okay. Is your plan will cover \$150 per day up to four times for physician's office visit? But your plan does not in-cover, I mean, it's th-It will cover the, the doctor visitation for \$150, but it don't specify if it's for a physical only or for m- sickness, uh, because there is another plan that, uh, they have, uh, they cover physical examinations, but this one said, uh, mm, it said, "Physician's office visit covered \$150 per day up to four times." So o-only \$150? That's what it covers. It's, it's- Yes, sir- Ah. ... for doctor visitations. So they cover up to \$150 and then- Up- ... whatever is beyond that, I have to pay? Yes, sir. It covers- Or- ... up to \$150 for four times per year. So four time... I, I, I don't understand what you said. A full-time what? Okay. Four times- Sorry. ... per year. You, you have- Oh, four times- ... four visits per year- Per year? Yes, sir. Oh, okay. Physician's- Yeah. Oh, no. ... office visit. I, this is my- And each time... Yes. This is my first visit for the year, so... Y- Okay. And I usually only go once year. Oh, okay. It will? Okay. Um... Do you have the card with you? Yes. I understand that now. Um- N- no, my, my question was, do you have your ID card with you? Oh, I do. I do. Okay. Okay. Um, well, if you have your ID card, your coverage is active. And, uh, yes, the coverage will be \$150. And, uh, do you have any other questions for us, sir? Any what? Any other questions? Oh, no. Okay. No, I'm done. All righty, sir. Thank you very much. Yes, you're more than welcome. All right. Have a wonderful day and thank you for calling Benefits in a Cart. Okay, thank you. You're welcome. Bye-bye. Bye-bye.