

Transcript: VICTORIA

Taylor-5826125335314432-5817652170145792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Sitorium, how can I help you? I'm calling as far as like my benefits for my, um, limited benefit indemnity for hospital indemnity plans. Okay. Uh, what's the name of the agency you work for? Um, I'm the insurer-ssure, not the provider. Okay, and I'm sorry, what was... what did you need help with? Um, like what's covered? Okay. Um, so we work for multiple staffing agencies and their benefits vary. Um... Do I give you my staffing agency? Yeah. Um, it's Management Analysis and U- and Utilization. Okay. And you're just wanting to know more information about the benefits they offer? Correct. Okay. Do you have a copy of the benefits guide? I do not. Okay, I can actually- 'Cause that's something I can get from the provider. Yeah, I can actually send you a copy of the benefits guide to your email if you'd like. Okay, yes.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Sitorium, how can I help you?

Speaker speaker_2: I'm calling as far as like my benefits for my, um, limited benefit indemnity for hospital indemnity plans.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, I'm the insurer-ssure, not the provider.

Speaker speaker_1: Okay, and I'm sorry, what was... what did you need help with?

Speaker speaker_2: Um, like what's covered?

Speaker speaker_1: Okay. Um, so we work for multiple staffing agencies and their benefits vary. Um...

Speaker speaker_2: Do I give you my staffing agency?

Speaker speaker_1: Yeah.

Speaker speaker_2: Um, it's Management Analysis and U- and Utilization.

Speaker speaker_1: Okay. And you're just wanting to know more information about the benefits they offer?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Do you have a copy of the benefits guide?

Speaker speaker_2: I do not.

Speaker speaker_1: Okay, I can actually-

Speaker speaker_2: 'Cause that's something I can get from the provider.

Speaker speaker_1: Yeah, I can actually send you a copy of the benefits guide to your email if you'd like.

Speaker speaker_2: Okay, yes.