

## Transcript: VICTORIA

**Taylor-6730666746757120-4879582080188416**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, I just need to access, I want, my name is David and I wanna see if, uh, if my insurance is activated? Okay. What's the name of the agency you work for? Uh, Surge. S-U-R-G-E. Surge. All right. And the last four of your social? Uh, 1244. And I'm sorry, your first and last name again? David Celis-Lopez. Okay. I got your first name, David. Uh, the phone was breaking up. What is the last name again? Uh, David, uh, Celis. C-E-L-I-S. Dash, L-O-P-Ez. Uh, I think it's gonna be that one, okay? Okay. And do you mind verifying your address and date of birth? 1711 Raspberry Hill Road, um, 52281. Okay. Uh, phone number, is it the same phone number that you're calling from? Yes. 980. 702-980-4554? Yes. Okay. Email is gonna be 25N-Y-M, as in Mary, D-D-M-G6@... Uh. Uh, M-Y... Does that sound right? No. No, no, it's, uh, I cloud. Uh, D-I, D as in David, I-A-L-E-R 44@icloud... dialer24. Okay. So D-I-L, I'm sorry, D-I-A-L-E-R 44@icloud.com. Perfect, perfect. That's it. You got it. Okay. So yes, it looks like you are enrolled into the M-E-C- Okay. ... TeleRx for employee only. Um, and it is currently active. Uh, okay. Um- So it should be Hello. I'm sorry. Go ahead. Yeah. Do I need a card so I can just start using it or do I, is it mobile app? So it's just to, just about to go over that with you. So, the ID- Okay. ... card just in the process of being made. Um, it's typically sent to you within seven to ten business days of the card, or I'm sorry, of the coverage being active. So you should- Okay. ... get it soon. Okay. It will be mailed to you. Um, I think I might've received it, I'm not sure and I kind of threw it away. Um, 'cause I wasn't, I wasn't even, I wasn't aware that I was, uh, insured by a sur... or I don't remember that I was. Okay. I can send a copy to your email. Okay, perfect. All right. Give me just a few seconds. Um, is there a mobile app for this? Not that I'm aware of. Um. Okay. Now, we're just your benefits administrators, so we're not the actual insurance carrier. Okay. The carrier may have an app, but I'm not- Okay. ... aware of one. So, so all I would need is just the w- the... All I would need is the paper that you're gonna send me through email? Yes. The only thing that you're gonna need is the ID card. Okay. I might have it at home, but just in case, um, you can send it to me? Yes, sir. I'll send it to your email. Uh, was there anything else you might need help with? Uh, and, and again, what is that coverage? What is the coverage? Or what is the code? Yeah, so it's a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay within the multi-plan network. Okay. Now that plan also does come with virtual urgent care, um, as well as a subscription to FreeRX! Which is like a prescription plan. Okay. Uh, and is this no dental or vision or dental included? You're not enrolled in to dental or vision. Just the M-E-C- Okay. ... TeleRx. Okay. Sounds good. Yes, sir. Okay. You have a good day. You too. You have a wonderful day. Okay. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello, I just need to access, I want, my name is David and I wanna see if, uh, if my insurance is activated?

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Surge. S-U-R-G-E. Surge.

Speaker speaker\_0: All right. And the last four of your social?

Speaker speaker\_1: Uh, 1244.

Speaker speaker\_0: And I'm sorry, your first and last name again?

Speaker speaker\_1: David Celis-Lopez.

Speaker speaker\_0: Okay. I got your first name, David. Uh, the phone was breaking up. What is the last name again?

Speaker speaker\_1: Uh, David, uh, Celis. C-E-L-I-S. Dash, L-O-P-Ez. Uh, I think it's gonna be that one, okay?

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: 1711 Raspberry Hill Road, um, 52281.

Speaker speaker\_0: Okay. Uh, phone number, is it the same phone number that you're calling from?

Speaker speaker\_1: Yes. 980.

Speaker speaker\_0: 702-980-4554?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Email is gonna be 25N-Y-M, as in Mary, D-D-M-G6@... Uh.

Speaker speaker\_1: Uh, M-Y...

Speaker speaker\_0: Does that sound right?

Speaker speaker\_1: No. No, no, it's, uh, I cloud. Uh, D-I, D as in David, I-A-L-E-R 44@icloud... dialer24.

Speaker speaker\_0: Okay. So D-I-L, I'm sorry, D-I-A-L-E-R 44@icloud.com.

Speaker speaker\_1: Perfect, perfect. That's it. You got it.

Speaker speaker\_0: Okay. So yes, it looks like you are enrolled into the M-E-C-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... TeleRx for employee only. Um, and it is currently active.

Speaker speaker\_1: Uh, okay. Um-

Speaker speaker\_0: So it should be

Speaker speaker\_2: Hello.

Speaker speaker\_0: I'm sorry. Go ahead.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Do I need a card so I can just start using it or do I, is it mobile app?

Speaker speaker\_0: So it's just to, just about to go over that with you. So, the ID-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... card just in the process of being made. Um, it's typically sent to you within seven to ten business days of the card, or I'm sorry, of the coverage being active. So you should-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... get it soon.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It will be mailed to you.

Speaker speaker\_1: Um, I think I might've received it, I'm not sure and I kind of threw it away. Um, 'cause I wasn't, I wasn't even, I wasn't aware that I was, uh, insured by a sur... or I don't remember that I was.

Speaker speaker\_0: Okay. I can send a copy to your email.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: All right. Give me just a few seconds.

Speaker speaker\_1: Um, is there a mobile app for this?

Speaker speaker\_0: Not that I'm aware of. Um.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, we're just your benefits administrators, so we're not the actual insurance carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The carrier may have an app, but I'm not-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... aware of one.

Speaker speaker\_1: So, so all I would need is just the w- the... All I would need is the paper that you're gonna send me through email?

Speaker speaker\_0: Yes. The only thing that you're gonna need is the ID card.

Speaker speaker\_1: Okay. I might have it at home, but just in case, um, you can send it to me?

Speaker speaker\_0: Yes, sir. I'll send it to your email. Uh, was there anything else you might need help with?

Speaker speaker\_1: Uh, and, and again, what is that coverage? What is the coverage? Or what is the code?

Speaker speaker\_0: Yeah, so it's a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay within the multi-plan network.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now that plan also does come with virtual urgent care, um, as well as a subscription to FreeRX! Which is like a prescription plan.

Speaker speaker\_1: Okay. Uh, and is this no dental or vision or dental included?

Speaker speaker\_0: You're not enrolled in to dental or vision. Just the M-E-C-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... TeleRx.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. You have a good day.

Speaker speaker\_0: You too. You have a wonderful day.

Speaker speaker\_1: Okay. Bye.