

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, how are you? Um, I was trying to set up my benefits so I could, um, activate my medical insurance, um, if that was possible. Yes, I can help you with that. Um, what's the staffing agency that you work for? Creater Circle. Okay. Your social? Creater Circle. No, like the last four of your social? Oh, I'm sorry. I thought you, I thought you were repeating it. I'm sorry. Um, last four of the social is 2205. Okay, thank you. For security purposes, could you verify your full address as well as your date of birth? Um, you said address and date of birth? 3810 Drexel Drive, Apartment 415, Houston, Texas. Apartment, uh, I mean, sev- zip code is 77027. And then what was the second part? Your date of birth. February 9th, 1995. The, the, the apartment number actually might be wrong 'cause I just moved my apartments and I don't know if I updated in the system. So it might be 405 and not 415. Okay. Yeah, so I have 405. Okay, that's fine. That's what I thought. Okay. And then 848-391-3533 is still your phone number? Yes. And then I have the first letter of your first name. I have, um, M-A-T-E-L-O-K@Gmail.com. Is that up to date? Yes. And then did you know already what you wanted to enroll into? Or did you want me to go over the plans and send you the benefit guide? Um, I just want a plan that would give me, um, a deductible with no... I mean, will give me a copay with no deductible to, for, um, to be able to see my psychiatrist. So what, if, if there's a plan that would have that be possible, that's what I'd be looking for. Like, ideally, um, I pay like a \$30 to \$50 copay to see them, and there's no like, um, deductible I have to pay into first before I get eligible for the copay. Okay. So, they offer different plans. Would you really, would you just want me to go over the plans with you? It, they only offer four different medical plans. Yeah, you could go over them. Like I said, I would, I was interested if you had like any additional context, like, off your head or if there was one specific plan that- No, um. ... had that covered 'cause I haven't got a chance to check. But, um, yeah, that's fine. We can go over them. Okay. And we can, like, find, uh, them somewhere online, too. Gotcha. Um, and if you want, I can send you the benefit guide. Um, that benefit guide has, uh, all the services that they offer for those particular plans as well as the prices for those plans. So, regarding what you're asking me, you said, um, your psychiatrist? Yeah. Okay. Um, it's not gonna tell me specifically if that is covered or not. That's something that we would have to ask the carrier prior to enrolling. But I can go over the plans and if you have questions still if that might be covered or not, um- Yeah. ... I can provide you these two contact phone numbers and you can ask these two ladies, and they'll specifically tell you if that's something that would be covered or not, and if so, how much. Okay, um... Do you want to go over those numbers first and then I'll go over the plans? do you need me to do that? Yeah, you can go over them really quick. But, um, I'm trying to re- I s- I'm trying to... I, I'm, I see it here so I'm trying to see if I can tell which one it is. But yeah,

you can give me the numbers. Okay. Or do you want me to send you the benefit guide to your email and I can, um, write down the numbers? No, I have, I have it printed out. Oh, you have it. I have it open. Yeah, I have it in front of me. Oh, okay. And then, um, are you ready for those two numbers? Yeah. Okay. So for the first number, it's 601-936-3290. 9369...? Correct, 3290. 3290. 3290. I'm gonna repeat that one more time. That's 601-936-3290. And then the second number is 601-936-3287. So it starts the same but it ends in 3287. So 603-936-3287-Right. ... for the second one. Yeah. Okay? Um, the, the first number, her name is Alicia and then the second number, her name is Sandra. So, these are the people that you contact if you have questions specifically, like specific questions that we don't see on the guide, um, prior to enrolling. So those two numbers I would call regarding that question that you have. But I can definitely go over the plans, um, with you. Um, yeah, let me, let me call them first then, and then I'll call back. Okay. And then we're open from 8:00 AM up to 8:00 PM Eastern Time. Okay? Okay. Perfect. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, how are you? Um, I was trying to set up my benefits so I could, um, activate my medical insurance, um, if that was possible.

Speaker speaker_1: Yes, I can help you with that. Um, what's the staffing agency that you work for?

Speaker speaker_2: Creater Circle.

Speaker speaker_1: Okay . Your social?

Speaker speaker_2: Creater Circle.

Speaker speaker_1: No, like the last four of your social?

Speaker speaker_2: Oh, I'm sorry. I thought you, I thought you were repeating it. I'm sorry. Um, last four of the social is 2205.

Speaker speaker_1: Okay, thank you. For security purposes, could you verify your full address as well as your date of birth?

Speaker speaker_2: Um, you said address and date of birth? 3810 Drexel Drive, Apartment 415, Houston, Texas. Apartment, uh, I mean, sev- zip code is 77027. And then what was the second part?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: February 9th, 1995. The, the, the apartment number actually might be wrong 'cause I just moved my apartments and I don't know if I updated in the system. So it

might be 405 and not 415.

Speaker speaker_1: Okay. Yeah, so I have 405.

Speaker speaker_2: Okay, that's fine. That's what I thought.

Speaker speaker_1: Okay. And then 848-391-3533 is still your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have the first letter of your first name. I have, um, M-A-T-E-L-O-K@Gmail.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: And then did you know already what you wanted to enroll into? Or did you want me to go over the plans and send you the benefit guide?

Speaker speaker_2: Um, I just want a plan that would give me, um, a deductible with no... I mean, will give me a copay with no deductible to, for, um, to be able to see my psychiatrist. So what, if, if there's a plan that would have that be possible, that's what I'd be looking for. Like, ideally, um, I pay like a \$30 to \$50 copay to see them, and there's no like, um, deductible I have to pay into first before I get eligible for the copay.

Speaker speaker_1: Okay. So, they offer different plans. Would you really, would you just want me to go over the plans with you? It, they only offer four different medical plans.

Speaker speaker_2: Yeah, you could go over them. Like I said, I would, I was interested if you had like any additional context, like, off your head or if there was one specific plan that-

Speaker speaker_1: No, um.

Speaker speaker_2: ... had that covered 'cause I haven't got a chance to check. But, um, yeah, that's fine. We can go over them.

Speaker speaker_1: Okay.

Speaker speaker_2: And we can, like, find, uh, them somewhere online, too.

Speaker speaker_1: Gotcha. Um, and if you want, I can send you the benefit guide. Um, that benefit guide has, uh, all the services that they offer for those particular plans as well as the prices for those plans. So, regarding what you're asking me, you said, um, your psychiatrist?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, it's not gonna tell me specifically if that is covered or not. That's something that we would have to ask the carrier prior to enrolling. But I can go over the plans and if you have questions still if that might be covered or not, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... I can provide you these two contact phone numbers and you can ask these two ladies, and they'll specifically tell you if that's something that would be covered or

not, and if so, how much.

Speaker speaker_2: Okay, um...

Speaker speaker_1: Do you want to go over those numbers first and then I'll go over the plans? do you need me to do that?

Speaker speaker_2: Yeah, you can go over them really quick. But, um, I'm trying to re- I s- I'm trying to... I, I'm, I see it here so I'm trying to see if I can tell which one it is. But yeah, you can give me the numbers.

Speaker speaker_1: Okay. Or do you want me to send you the benefit guide to your email and I can, um, write down the numbers?

Speaker speaker_2: No, I have, I have it printed out.

Speaker speaker_1: Oh, you have it.

Speaker speaker_2: I have it open. Yeah, I have it in front of me.

Speaker speaker_1: Oh, okay. And then, um, are you ready for those two numbers?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So for the first number, it's 601-936-3290.

Speaker speaker_2: 9369...?

Speaker speaker_1: Correct, 3290.

Speaker speaker_2: 3290. 3290.

Speaker speaker_1: I'm gonna repeat that one more time. That's 601-936-3290. And then the second number is 601-936-3287. So it starts the same but it ends in 3287. So 603-936-3287-

Speaker speaker_2: Right.

Speaker speaker_1: ... for the second one.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay? Um, the, the first number, her name is Alicia and then the second number, her name is Sandra. So, these are the people that you contact if you have questions specifically, like specific questions that we don't see on the guide, um, prior to enrolling. So those two numbers I would call regarding that question that you have. But I can definitely go over the plans, um, with you.

Speaker speaker_2: Um, yeah, let me, let me call them first then, and then I'll call back.

Speaker speaker_1: Okay. And then we're open from 8:00 AM up to 8:00 PM Eastern Time. Okay?

Speaker speaker_2: Okay. Perfect. Thank you.