

Transcript: Estefania

Acevedo-4667841574518784-6612003282665472

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, I am a former employee, um, or sorry, my former employer used Benefits in a Card and 90 Degree Benefits, um, and I have a, a health bill from a hospital that was during my time when I was employed by them, so when my insurance was through 90 Degree Benefits. Mm-hmm. Um, and I have some documentation that I need to share, um, I guess, to 90 Degree Benefits for- Uh-huh. ... a claim. So I'm- Okay. ... trying to figure out where to send that 'cause I don't have my card anymore. Yeah. I can help you. Well, do you remember the name- Okay. ... of the staffing agency that you were with? Yeah. It was Creative Circle. Okay. And then I just need the last four of your Social. Um, yes. 3053. Kendall Wilson? Yep. Mm-hmm. Okay. And then can you please verify your address and date of birth for security purposes? Date of birth is 2-18-94. Um, the address was probably different than my current one. Um, I think it was 185 Montague Circle. Mm-hmm. And then do you remember the apartment number? Um, it was either... I had two apartments at that address. It was either 347 or 338. Okay. Thank you. And then the city and state, please. Um, yeah. Atlanta in Georgia, 30307, I think it was. Okay. Yeah. So it was the 185, apartment 338. So- Right. And then I have 770-375-5377 as your phone number? Yep. Mm-hmm. Okay. And then your first name last name at gmail.com. Is that up to date? Yes. Okay. Mm-hmm. All right. Yeah. So if you want, I can transfer you and I can also provide that contact number 'cause you do need to speak to 90 Degrees, um, since they're the carrier. Okay. Okay. And then let me know when you're ready for that number. Okay. I am ready. It's gonna be 800- Mm-hmm. ... 833- Yep. ... 4296. It's option number one. Okay. So I just need to call them to have the, the bill sent to their claims department? Yeah. So from there, you'll just let them know what you technically informed me and then they'll, they'll ask you for whatever they need from you and then they'll take it from there. Um, and I can- Okay. ... transfer your call also f- right now if you want. Um, sh- Uh, I think I'll wait 'cause, um, I'm a little busy right now, so I- Okay. ... will call them in a little bit. Okay. That's fine. All right. I hope you have a great day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I am a former employee, um, or sorry, my former employer used Benefits in a Card and 90 Degree Benefits, um, and I have a, a health bill from a hospital that was during my time when I was employed by them, so when my insurance was through 90

Degree Benefits.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, and I have some documentation that I need to share, um, I guess, to 90 Degree Benefits for-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... a claim. So I'm-

Speaker speaker_0: Okay.

Speaker speaker_1: ... trying to figure out where to send that 'cause I don't have my card anymore.

Speaker speaker_0: Yeah. I can help you. Well, do you remember the name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of the staffing agency that you were with?

Speaker speaker_1: Yeah. It was Creative Circle.

Speaker speaker_0: Okay. And then I just need the last four of your Social.

Speaker speaker_1: Um, yes. 3053.

Speaker speaker_0: Kendall Wilson?

Speaker speaker_1: Yep. Mm-hmm.

Speaker speaker_0: Okay. And then can you please verify your address and date of birth for security purposes?

Speaker speaker_1: Date of birth is 2-18-94. Um, the address was probably different than my current one. Um, I think it was 185 Montague Circle.

Speaker speaker_0: Mm-hmm. And then do you remember the apartment number?

Speaker speaker_1: Um, it was either... I had two apartments at that address. It was either 347 or 338.

Speaker speaker_0: Okay. Thank you. And then the city and state, please.

Speaker speaker_1: Um, yeah. Atlanta in Georgia, 30307, I think it was.

Speaker speaker_0: Okay. Yeah. So it was the 185, apartment 338. So-

Speaker speaker_1: Right.

Speaker speaker_0: And then I have 770-375-5377 as your phone number?

Speaker speaker_1: Yep. Mm-hmm.

Speaker speaker_0: Okay. And then your first name last name at gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. Yeah. So if you want, I can transfer you and I can also provide that contact number 'cause you do need to speak to 90 Degrees, um, since they're the carrier.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: And then let me know when you're ready for that number.

Speaker speaker_1: Okay. I am ready.

Speaker speaker_0: It's gonna be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 833-

Speaker speaker_1: Yep.

Speaker speaker_0: ... 4296. It's option number one.

Speaker speaker_1: Okay. So I just need to call them to have the, the bill sent to their claims department?

Speaker speaker_0: Yeah. So from there, you'll just let them know what you technically informed me and then they'll, they'll ask you for whatever they need from you and then they'll take it from there. Um, and I can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... transfer your call also f- right now if you want.

Speaker speaker_1: Um, sh- Uh, I think I'll wait 'cause, um, I'm a little busy right now, so I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... will call them in a little bit.

Speaker speaker_0: Okay. That's fine. All right. I hope you have a great day.

Speaker speaker_1: Thank you. You too.