

## **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? Yes, I'm wondering if, um, I have benefits for the medical portion, and my... I guess, my boss told me to call and find out. Okay, I can check. Um, what staffing agency are you with? DTC. Okay, give it one chance. Okay. You said T-T-C? D as in Doug, uh, T as in Tiger, C as in Cindy. Okay. Sorry, I'm a little under the weather right now. No, you're fine. So, is that the staffing agency that you applied for, like the temporary? It is. It's, uh, who I'm... It's... I wouldn't say it's temporary, but it's the agency that I am with. I currently work for ADM through them. Okay. See if I can pull up- I do not see that agency as one of the ones that we have. Oh, wait, nevermind, DTC. Okay. Yes. And then, what are the last four of your social? Yeah, 7362. Okay, thank you. Okay, ma'am. And then your first and last name? Yes, it's Julian Hintz. Okay. And for security purposes, can you please verify your full address as well as your date of birth? Yes. It is 212 5th Avenue Southwest, Valley City, North Dakota, 58072, and then date of birth is 6/24/85. And then is it still number one? Is it... Yeah, apartment one. Sorry about that. I always forget. Okay ma'am, no worries. Is your phone number still the 254-301-3524? It's not. That has changed. Is it 254-301-3520... Oh, wait, no. You said that just changed. Yeah, that is the number, but it... it has changed. I don't think... I guess they haven't updated it yet. Okay, what's that new number? Okay, one second. I don't know it by heart. It is 701-890-4114. Thank you. And then I have your last name, 57@gmail.com. Is that still you- Yes. ... a good email address? Okay. Yes, yes. So you do have active coverage. Um, it looks like you have the Dental Plan for Employee Only, you have one of the medical plans which is the VIP Classic, and then you have Vision. So, okay. So the VIP Classic, would that- You want the- Mm-hmm. Go ahead, sorry. I was gonna tell you, um, do you want me to send you the guide? That benefit guide would have the services that the VIP Classic covers. Yes, I would. I never got one. Okay, yeah, I can send it to you. And then if you ever have a question about a particular visit, if it's covered or not, you're always welcome to either contact us and we can transfer you to that carrier and they could verify if it would be- Okay. ... covered or not. But, uh, I can send you that benefit guide that has the services that it covers. Okay. Yeah that would- 'Cause it has all the plans and stuff. ... be great, I appreciate that. Okay. All right. Um, do you mind getting put out of brief hold while I send that over to your email? No, that's not a problem. Okay, thank you. I may go in on Thanksgiving, just so I can get my hours back and we have money one second day where I was like, "Hey, I dropped two clock in because I was... And we're gonna have to set a 30-day probation period before we move over." I'm like, "Are you fucking kidding me? You can tell by six. You can tell that when you're talking, you're fucking sick, bro." "Well, if you go to the doctor or whatever, it's excused." So I'm trying to see if I'm covered medically so I can go to the ER and not have a fucking bill. Like, I know, I can't believe that we've been

like... At least when that sounds more like it. I, I need help. There is no help. Okay. Thank you for your hold. I went ahead and sent you that PDF to your email. Um, I don't know if you mind checking just to make sure that you did receive it indeed. Yes, give me one second... I sure did, right here. Okay. And then if you ever have, like I said earlier, like, certain questions about particular, like, services that are not listed there, you're always welcome to give us a call and we can transfer you to the carrier and they'll be happy to answer if that service would be covered or not under that medical plan that you have. Okay. And are you familiar with the VIP? I know you can't, like, give advice or anything like that, but my job's on the line and I'm trying not to go to the ER to have a bill. So if I am covered, like, say, like, a clinic visit, would, would... Is that VIP covered in that? So, what the VIPs cover, um, like the VIP Classic that you have, it covers doctor visits if you're sick, hospital visits if injured, urgent care, emergency rooms, and even some surgeries. Okay. So, whenever you open that PDF you're gonna see something that says like, "500/day, max one day." So that number, like the 500, means the flat fee that they're gonna pay towards, and then if the bill was to be larger you would be responsible for the remaining balance. So it covers 500. Anything over, I've, I've got to pay. Okay, sounds great. Thank you. You're welcome. And then that PDF is gonna explain the services and on the flat fees and then as well as for your general and for your vision. Okay, awesome. Did you have any more questions though? Nope, that's it. All right. Well, thank you for calling. I hope you have a great day. Thank you, you too. Bye-bye. I am really trying to freaking get my credit on together.

## 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: Yes, I'm wondering if, um, I have benefits for the medical portion, and my... I guess, my boss told me to call and find out.

Speaker speaker\_1: Okay, I can check. Um, what staffing agency are you with?

Speaker speaker\_2: DTC.

Speaker speaker\_1: Okay, give it one chance.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You said T-T-C?

Speaker speaker\_2: D as in Doug, uh, T as in Tiger, C as in Cindy.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Sorry, I'm a little under the weather right now.

Speaker speaker\_1: No, you're fine. So, is that the staffing agency that you applied for, like the temporary?

Speaker speaker\_2: It is. It's, uh, who I'm... It's... I wouldn't say it's temporary, but it's the agency that I am with. I currently work for ADM through them.

Speaker speaker\_1: Okay.

Speaker speaker\_2: See if I can pull up-

Speaker speaker\_1: I do not see that agency as one of the ones that we have. Oh, wait, nevermind, DTC. Okay.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then, what are the last four of your social?

Speaker speaker\_2: Yeah, 7362.

Speaker speaker\_1: Okay, thank you. Okay, ma'am. And then your first and last name?

Speaker speaker\_2: Yes, it's Julian Hintz.

Speaker speaker\_1: Okay. And for security purposes, can you please verify your full address as well as your date of birth?

Speaker speaker\_2: Yes. It is 212 5th Avenue Southwest, Valley City, North Dakota, 58072, and then date of birth is 6/24/85.

Speaker speaker\_1: And then is it still number one?

Speaker speaker\_2: Is it... Yeah, apartment one. Sorry about that. I always forget.

Speaker speaker\_1: Okay ma'am, no worries. Is your phone number still the 254-301-3524?

Speaker speaker\_2: It's not. That has changed.

Speaker speaker\_1: Is it 254-301-3520... Oh, wait, no. You said that just changed.

Speaker speaker\_2: Yeah, that is the number, but it... it has changed. I don't think... I guess they haven't updated it yet.

Speaker speaker\_1: Okay, what's that new number?

Speaker speaker\_2: Okay, one second. I don't know it by heart. It is 701-890-4114.

Speaker speaker\_1: Thank you. And then I have your last name, 57@gmail.com. Is that still you-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... a good email address? Okay.

Speaker speaker\_2: Yes, yes.

Speaker speaker\_1: So you do have active coverage. Um, it looks like you have the Dental Plan for Employee Only, you have one of the medical plans which is the VIP Classic, and then you have Vision. So, okay. So the VIP Classic, would that-

Speaker speaker\_2: You want the-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Go ahead, sorry.

Speaker speaker\_1: I was gonna tell you, um, do you want me to send you the guide? That benefit guide would have the services that the VIP Classic covers.

Speaker speaker\_2: Yes, I would. I never got one.

Speaker speaker\_1: Okay, yeah, I can send it to you. And then if you ever have a question about a particular visit, if it's covered or not, you're always welcome to either contact us and we can transfer you to that carrier and they could verify if it would be-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... covered or not. But, uh, I can send you that benefit guide that has the services that it covers.

Speaker speaker\_2: Okay. Yeah that would-

Speaker speaker\_1: 'Cause it has all the plans and stuff.

Speaker speaker\_2: ... be great, I appreciate that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right.

Speaker speaker\_1: Um, do you mind getting put out of brief hold while I send that over to your email?

Speaker speaker\_2: No, that's not a problem.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: I may go in on Thanksgiving, just so I can get my hours back and we have money one second day where I was like, "Hey, I dropped two clock in because I was... And we're gonna have to set a 30-day probation period before we move over." I'm like, "Are you fucking kidding me? You can tell by six. You can tell that when you're talking, you're fucking sick, bro." "Well, if you go to the doctor or whatever, it's excused." So I'm trying to see if I'm covered medically so I can go to the ER and not have a fucking bill. Like, I know, I can't believe that we've been like... At least when that sounds more like it. I, I need help. There is no help.

Speaker speaker\_1: Okay. Thank you for your hold. I went ahead and sent you that PDF to your email. Um, I don't know if you mind checking just to make sure that you did receive it indeed.

Speaker speaker\_2: Yes, give me one second... I sure did, right here.

Speaker speaker\_1: Okay. And then if you ever have, like I said earlier, like, certain questions about particular, like, services that are not listed there, you're always welcome to give us a call and we can transfer you to the carrier and they'll be happy to answer if that service would be covered or not under that medical plan that you have.

Speaker speaker\_2: Okay. And are you familiar with the VIP? I know you can't, like, give advice or anything like that, but my job's on the line and I'm trying not to go to the ER to have a bill. So if I am covered, like, say, like, a clinic visit, would, would... Is that VIP covered in that?

Speaker speaker\_1: So, what the VIPs cover, um, like the VIP Classic that you have, it covers doctor visits if you're sick, hospital visits if injured, urgent care, emergency rooms, and even some surgeries.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, whenever you open that PDF you're gonna see something that says like, "500/day, max one day." So that number, like the 500, means the flat fee that they're gonna pay towards, and then if the bill was to be larger you would be responsible for the remaining balance.

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Speaker speaker\_1: You're welcome. And then that PDF is gonna explain the services and on the flat fees and then as well as for your general and for your vision.

Speaker speaker\_2: Okay, awesome.

Speaker speaker\_1: Did you have any more questions though?

Speaker speaker\_2: Nope, that's it.

Speaker speaker\_1: All right. Well, thank you for calling. I hope you have a great day.

Speaker speaker\_2: Thank you, you too. Bye-bye. I am really trying to freaking get my credit on together.