

## **Transcript: Estefania**

**Acevedo-4694345907748864-6070447892905984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Yes, I am calling to see if my benefits are active. Okay, yeah, I can help you. Um, what are the last four of your social, and then what staff and agency do you work for? 8132 The Resource. Okay. And then can I please get your full name? Zachary Ross Jenkins. Okay, Mr. Jenkins. For security purposes, can you verify your address and then date of birth? 1959 Century Point Lane, Winston-Salem, North Carolina 27127. February 6th, 1992. Okay, thank you. Is your phone number the one that you're calling from? 336- Yes, ma'am. ... 531... Okay. Okay, and then for your email, I have the first initial of your name, your last name, the number 52 at yahoo.com. Is that up to date? Yes, ma'am. Okay, thank you. Give me one second. Let me check real quick. So it looks like you're still not active. We're still waiting on receiving that first deduction from your staffing agency. Okay. All right. So once we receive it, you become active, um, once you see that they took... Let me see how much it is. The \$16.56 out of your paycheck, that first deduction, after that first deduction, the following Monday is when your coverage becomes active. But it looks like we're still waiting on receiving the first one from The Resource Company. Okay, that makes sense. Um, could you tell me, if... I'm trying to go to two dental- Mm-hmm. ... dental places. Could you tell me if they are in your network or not? Um, so I could actually provide the phone number of MultiPlan. So MultiPlan is the number that you would reach out to find a list of providers around you that take that insurance. And, but just keep in mind that, um, you're not active right now. So if you go to- Right, right, right. ... Hm. Um, but I can give it to you if you wish, and then you can- Yes, please. ... call and they'll verify with you. Um, let me know when you're ready, and then if you want, I can on- I can also transfer your call. But I can provide it as well, just in case your call gets disconnected or something. Okay, I'm ready. Okay. So the name is MultiPlan. The phone number is 800-457-1403. Again, 800-457-1403. And then this is the number that you call to contact, um, the list of preferred providers. And that's MultiPlan? Correct. Okay. All right. Uh-huh. And then I also have the name of the network, just in case you might want it. Okay. It's, um, Carrington. That's C-A-R-R-I-N-G-T-O-N, and then that's 800-290-0523. And that was for Carrington? Mm-hmm. All right. I believe I have it. And then d- did you have any other questions, and did you want to get transferred? That should be it. Um, I won't get transferred, no. Okay, so you do want to get transferred? I do not. Oh, you don't. Okay. Mm-hmm. Um, well, thank you for your time. I hope you have a great day. You as well. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Yes, I am calling to see if my benefits are active.

Speaker speaker\_0: Okay, yeah, I can help you. Um, what are the last four of your social, and then what staff and agency do you work for?

Speaker speaker\_1: 8132 The Resource.

Speaker speaker\_0: Okay. And then can I please get your full name?

Speaker speaker\_1: Zachary Ross Jenkins.

Speaker speaker\_0: Okay, Mr. Jenkins. For security purposes, can you verify your address and then date of birth?

Speaker speaker\_1: 1959 Century Point Lane, Winston-Salem, North Carolina 27127. February 6th, 1992.

Speaker speaker\_0: Okay, thank you. Is your phone number the one that you're calling from? 336-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... 531... Okay. Okay, and then for your email, I have the first initial of your name, your last name, the number 52 at yahoo.com. Is that up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, thank you. Give me one second. Let me check real quick. So it looks like you're still not active. We're still waiting on receiving that first deduction from your staffing agency.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: So once we receive it, you become active, um, once you see that they took... Let me see how much it is. The \$16.56 out of your paycheck, that first deduction, after that first deduction, the following Monday is when your coverage becomes active. But it looks like we're still waiting on receiving the first one from The Resource Company.

Speaker speaker\_1: Okay, that makes sense. Um, could you tell me, if... I'm trying to go to two dental-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... dental places. Could you tell me if they are in your network or not?

Speaker speaker\_0: Um, so I could actually provide the phone number of MultiPlan. So MultiPlan is the number that you would reach out to find a list of providers around you that take that insurance. And, but just keep in mind that, um, you're not active right now. So if you go to-

Speaker speaker\_1: Right, right, right.

Speaker speaker\_0: ...

Speaker speaker\_2: Hm. Um, but I can give it to you if you wish, and then you can-

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: ... call and they'll verify with you. Um, let me know when you're ready, and then if you want, I can on- I can also transfer your call. But I can provide it as well, just in case your call gets disconnected or something.

Speaker speaker\_1: Okay, I'm ready.

Speaker speaker\_0: Okay. So the name is MultiPlan. The phone number is 800-457-1403. Again, 800-457-1403. And then this is the number that you call to contact, um, the list of preferred providers.

Speaker speaker\_1: And that's MultiPlan?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. All right. Uh-huh.

Speaker speaker\_0: And then I also have the name of the network, just in case you might want it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's, um, Carrington. That's C-A-R-R-I-N-G-T-O-N, and then that's 800-290-0523.

Speaker speaker\_1: And that was for Carrington?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. I believe I have it.

Speaker speaker\_0: And then d- did you have any other questions, and did you want to get transferred?

Speaker speaker\_1: That should be it. Um, I won't get transferred, no.

Speaker speaker\_0: Okay, so you do want to get transferred?

Speaker speaker\_1: I do not.

Speaker speaker\_0: Oh, you don't. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, well, thank you for your time. I hope you have a great day.

Speaker speaker\_1: You as well. Thank you.