

Transcript: Estefania

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Full Transcript

Your call may be monitored- Thank you for ca- ... or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client- 817-9425. Is that correct? Say yes or press one. Welcome, which language would you like interpreted? You have selected Haitian Creole. Did I get that correct? Please hold while I locate your interpreter. Hello, this is your Haitian Creole interpreter, number 404162. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I will verify all numbers. How may I help you? Hey, good afternoon. Um, I'm calling because I have a member on the phone who needs some interpretation. I wanted to see if you could help me. Yes, ma'am, I can help you with that. Let me know when you're ready, so I can answer this- Okay. ... to him. Thank you. I'm about to merge your calls. All right, sir, do I still have you on the line? Yeah. All right, um, I have an interpreter here with me. Hello? I don't understand what you said. Oo, oo, . Okay, back on this. Okay, back on this. All right, um, I believe you're trying to find providers for the healthcare benefits that you have. I do need the name of your staffing agency and the last four to see what plan you have. Could you please provide that for me? Okay, okay. Okay, back on this. All right, um, I believe you're trying to find providers for the healthcare benefits that you have. I do need the name of your staffing agency and the last four to see what plan you have. Could you please provide that for me? Okay, my name is David Laudeus. Okay, David, can you- Laudeus. Thank you, David, can you- Laudeus. Laudeus. David Laudeus. Okay, thank you. 14- L-A-U-D-E-U-S. Could you please give me the name of your staffing agency and the last four of your Social? Okay, the name is Elixir Multi-Plane Vision, uh, Vision Care. Yeah. Yeah. So I actually need the name of your staffing agency and the last four of your Social. You're giving me the plan that you're enrolled into. To give me information, I need to get in your file. Serge. The name is Serge. And then the last four of your Social, S-E-R-G-E? S-I-R-G-E. Okay. Yeah, Serge, S-E-R-G-E. Yes. And just the last four. Give me one second. I'm looking for it. Okay, 1402. Yes, 1402. Okay, merci. Then what was his full name again? Okay. What was his full name again? Okay, his full name again? Okay, his full name again? Okay, thank you. And then can you please verify your address and date of birth for security purposes? Okay, can you please verify your address and date of birth for security purposes? Okay, can you please verify your address and date of birth for security purposes? Okay. The address is 2708 Primrose Trail, Columbus, Ohio 43231. The date of birth is February 27th, 1973. The address is 2708 Primrose Trail, Columbus, Ohio 43231. The date of birth is February 27th, 1973. Thank you. Is your phone number still 908-759-2264? Yes. Okay, and then I have- 2264. Thank you. Then I have your first name, period. Your last name at yahoo.com. Is that up to date? Yes. Okay. Okay. What is your email? Okay. I love it. Yes, that's correct for the email address. David. and last name at yahoo.com. Thank you. It looks like you have the MEC, Tela, R, Rev. This is your preventative

plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, I got it. I thought that, uh, I would be able to... like, uh, I would have the opportunity to come, to come for a, a vision, okay? Mm-hmm. For my vision but if not, it's not the case, so okay. We don't... I don't think we, we have to go any further. So thank you. Okay. I was going to let you know that if you do want to enroll into plans such as vision, dental or any other plan that they offer- Yeah, let's do that. ... you would have to do it within company open enrollment, which is in August. My girl, yes. Yes, s'il vous plait. Hello? Okay, is there a question? Okay. Okay, I'm translating for him, okay, one moment. Okay. . Mm-hmm. Okay. Okay. It's because, uh, we get... Okay. So it's because you, um, take payment every week for that. Mm-hmm. So, uh, I really hope that we... you would have the, a vision plan, so, um, in that case, so I, I press you to cancel the plan. Okay. Um, I do have to let you know that cancellations take seven to ten days to process, so

due to that, there is a chance that you may experience one or two deductions after the cancellation. If you do see two however, it shouldn't be more than two. Um, but I can go ahead and cancel it. Okay. . Okay. Um, I do have to let you know that cancellations take seven to ten days to process. So due to that, there is a chance that you may experience one or two deductions after the cancellation. If you do see two however, it shouldn't be more than two. Um, but I can go ahead and cancel it. Okay. . No, okay, no problem. Thank you very much. Okay. I'ma go ahead and cancel it, so it's been canceled. Thank you for your time. . Okay. You're welcome. . Okay. Yeah..... . Okay. Thank you. I'm out. Thank you. Have a nice day. This is the end of our service. Good night. This is the end of our service. Anything else I can assist you with? No. Thank you so much for your help. My pleasure, ma'am. Thanks. Thank you for calling. Have a wonderful evening. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Thank you for ca-

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_1: I'm sorry, I didn't get that. Please speak or enter your seven-digit client-817-9425. Is that correct? Say yes or press one. Welcome, which language would you like interpreted? You have selected Haitian Creole. Did I get that correct? Please hold while I locate your interpreter.

Speaker speaker_2: Hello, this is your Haitian Creole interpreter, number 404162. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I will verify all numbers. How may I help you?

Speaker speaker_0: Hey, good afternoon. Um, I'm calling because I have a member on the phone who needs some interpretation. I wanted to see if you could help me.

Speaker speaker_2: Yes, ma'am, I can help you with that. Let me know when you're ready, so I can answer this-

Speaker speaker_0: Okay.

Speaker speaker_2: ... to him.

Speaker speaker_0: Thank you. I'm about to merge your calls. All right, sir, do I still have you on the line?

Speaker speaker_3: Yeah.

Speaker speaker_0: All right, um, I have an interpreter here with me.

Speaker speaker_3: Hello? I don't understand what you said.

Speaker speaker_2: Oo, oo, .

Speaker speaker_3: Okay, back on this. Okay, back on this.

Speaker speaker_0: All right, um, I believe you're trying to find providers for the healthcare benefits that you have. I do need the name of your staffing agency and the last four to see what plan you have. Could you please provide that for me? Okay, okay.

Speaker speaker_3: Okay, back on this.

Speaker speaker_0: All right, um, I believe you're trying to find providers for the healthcare benefits that you have. I do need the name of your staffing agency and the last four to see what plan you have. Could you please provide that for me?

Speaker speaker_3: Okay, my name is David Laudeus.

Speaker speaker_0: Okay, David, can you-

Speaker speaker_3: Laudeus.

Speaker speaker_2: Thank you, David, can you-

Speaker speaker_3: Laudeus.

Speaker speaker_2: Laudeus. David Laudeus. Okay, thank you. 14-

Speaker speaker_3: L-A-U-D-E-U-S.

Speaker speaker_0: Could you please give me the name of your staffing agency and the last four of your Social? Okay, the name is Elixir Multi-Plane Vision, uh, Vision Care.

Speaker speaker_3: Yeah. Yeah.

Speaker speaker_0: So I actually need the name of your staffing agency and the last four of your Social. You're giving me the plan that you're enrolled into. To give me information, I need to get in your file.

Speaker speaker_3: Serge.

Speaker speaker_0: The name is Serge. And then the last four of your Social, S-E-R-G-E?

Speaker speaker_3: S-I-R-G-E.

Speaker speaker_2: Okay. Yeah, Serge, S-E-R-G-E. Yes.

Speaker speaker_0: And just the last four.

Speaker speaker_2: Give me one second. I'm looking for it.

Speaker speaker_4: Okay, 1402. Yes, 1402.

Speaker speaker_5: Okay, merci. Then what was his full name again? Okay. What was his full name again?

Speaker speaker_4: Okay, his full name again? Okay, his full name again?

Speaker speaker_5: Okay, thank you. And then can you please verify your address and date of birth for security purposes? Okay, can you please verify your address and date of birth for security purposes?

Speaker speaker_4: Okay, can you please verify your address and date of birth for security purposes?

Speaker speaker_5: Okay. The address is 2708 Primrose Trail, Columbus, Ohio 43231. The date of birth is February 27th, 1973.

Speaker speaker_4: The address is 2708 Primrose Trail, Columbus, Ohio 43231. The date of birth is February 27th, 1973.

Speaker speaker_5: Thank you. Is your phone number still 908-759-2264?

Speaker speaker_4: Yes.

Speaker speaker_5: Okay, and then I have-

Speaker speaker_4: 2264.

Speaker speaker_5: Thank you. Then I have your first name, period. Your last name at yahoo.com. Is that up to date? Yes. Okay.

Speaker speaker_4: Okay. What is your email? Okay. I love it. Yes, that's correct for the email address. David. and last name at yahoo.com.

Speaker speaker_5: Thank you. It looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down.

Speaker speaker_4: Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your preventative plan. It only covers a physical, some vaccines, some STD and cancer screening, and it does require you to stay with a network. The phone number that you can call to find doctors around your area that take this plan is... And then let me know when you're ready to write that down. Okay, so it looks like you have the MEC, Tela, R, Rev. This is your

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