

## Transcript: Estefania

**Acevedo-4740290310094848-5063993405259776**

### 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, ma'am. Is this ca- um, is this Benefits in a Card, is this with a company? In a card? Yes, ma'am. Um, we're the healthcare administrators for staffing agencies. Okay. Uh, so well, my name is Samantha Strange and I was trying to see, um, like what type of, what \*\*\*\*\* benefits do I have? Okay, sure. I can check. Um, what staffing agency are you working with? Um, HSS. And then what are the last four of your social? 8156. Okay, thank you. Um, could you please verify the address on file as well as the date of birth? Um, the address is 1400 South Jefferson Street Southeast, uh, Lot 10, Milledgeville, Georgia 31061. Okay. Thank you. And then what was your date of birth? 11/27/1973. Thank you. Is your phone number th- 478-696-3385? Yes. That's correct. And then I have sysoohweeyahoo.com. Is that up to date? Yeah, that's correct. Okay, thank you. So it looks like you have the dental plan, the term life, and the vision. Did you want a little bit more information regarding those plans? Um, when do, wh- when, when do they s- like start, like, as far as the dental and um... So it actually started on December 30th. Okay. So you currently have active coverage for those plans. Okay. Did you wanna know what it covered? I'm not sure if- Yes, ma'am. And, and then like- ... you wanted... Mm-hmm. ... like cards, like, uh, \*\*\*\*\*. You've not received them yet? No, ma'am. Okay. Okay. Uh, I can request them. Give me one second. Okay, so for your dental plan, a preventative visit is covered at 100%. A basic visit, like if you have to go for a cleansing, that's covered at 80%. Basic restorative, so if they gotta find a cavity and you gotta fill it, that's covered at 80%. X-rays are also covered at 80%, and you have an annual maximum of \$500. With the dental plan, you would have to give a one-time deductible of \$50 for that, um, individual plan. And then, um, if you have the family plan, it would be of 150, but you have employee and child. And then for, I believe I told you, you have vision too. Give me one second. Yeah. For vision, there's copays in that area. So the copay for an eye exam is only \$10. Copay for lenses and frames are 25, and the frame allowance is of 130. For term life, employees up to the age of 64 get up to \$20,000. Spouse, 2,500. Children six months up to the age of 26, 2,500. And children 14 days up to six months, 500. And if I'm not wrong, you're still within, um... Let me verify your... Um, you're still eligible to add additional plans if you wish 'cause you're still within your personal open enrollment period, which are the first 30 days of receiving your first, um, check. You get 30 days to select enrolling and, like, to add new plans. So if you wanna add more plans, you would be eligible to do it. Um, I can give you the exact outline of when the last date would be for you to add any additional benefits if you want me to provide that to you. Um, I don't think I'm gonna add anything else. I just wanna know, like, as far as, uh, for the dental plan, when you, when it comes down to extractions, uh, w- what does that, that covers? Like, uh... So mm-hmm. So since we're really just the healthcare

administrators, I can really just go based off what the guide tells me. Okay. Any specific questions like that, I would have to, um, connect you to the carrier. They would tell you if that's covered or not, and if so, how much would be covered. Okay. Um- Would you like me to provide that contact information to you? And I can transfer your call as well. Nah. I'ma grab a pen 'cause I can still write it down. Um... Okay. Okay. So the carrier for your dental plan and your term life plan would be American Public Life, or APL. That phone number is 800-Mm-hmm. -256- Mm-hmm. -8606. Again, 800-256-8606. And then if you ever have questions about, like, your vision plan, that's a different carrier. The carrier for your vision plan is MetLife. That's M-E-T-L-I-F-E. And then the phone number is 855-638-3931. And I was gonna ask you, if you want, I can also send you your two cards, um, to your email on file. If you don't have them, I can go ahead and email them to you. Yes, please. You're welcome. And then I can go ahead and put a request for, um, for you to receive your physical cards, 'cause you said you never got them, right? Right. No, no, I haven't. And that was 1400 South Jefferson Street Southeast, Lot 10? Yes. That's correct. Milledgeville, Georgia 31060. Okay. Thank you. Okay. Um, while I do that, can I put you on a brief hold while I send you your cards to your email? Okay. Okay. Thank you. I'll be right back. Thank you for your hold, Ms. Samantha. I went ahead and emailed you your dental card and your vision card to that email file, and I'm gonna go ahead and request your cards as well. Um, I'm gonna go ahead and get your vision cards ready, um, and then I'm gonna go ahead and put that request for your dental card to be sent out to you. It should take probably seven to ten business days for you to receive those. Okay. Thank you. So, I went ahead and emailed that to you. And then in that email there's also the phone number and then the website that you can use to find providers for those two plans. Okay, I see them now. Mm-hmm. All right. Thank you so much. You're welcome. Did you have any more questions? Uh, no, ma'am, I don't. I appreciate it. All right. Well, I hope you have a great day. All right. You too. Thank you. Okay. Bye-bye.

## 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 is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, ma'am. Is this ca- um, is this Benefits in a Card, is this with a company?

Speaker speaker\_0: In a card? Yes, ma'am. Um, we're the healthcare administrators for staffing agencies.

Speaker speaker\_1: Okay. Uh, so well, my name is Samantha Strange and I was trying to see, um, like what type of, what \*\*\*\*\* benefits do I have?

Speaker speaker\_0: Okay, sure. I can check. Um, what staffing agency are you working with?

Speaker speaker\_1: Um, HSS.

Speaker speaker\_0: And then what are the last four of your social?

Speaker speaker\_1: 8156.

Speaker speaker\_0: Okay, thank you. Um, could you please verify the address on file as well as the date of birth?

Speaker speaker\_1: Um, the address is 1400 South Jefferson Street Southeast, uh, Lot 10, Milledgeville, Georgia 31061.

Speaker speaker\_0: Okay. Thank you. And then what was your date of birth?

Speaker speaker\_1: 11/27/1973.

Speaker speaker\_0: Thank you. Is your phone number th- 478-696-3385?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: And then I have sysoohweeyahoo.com. Is that up to date?

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: Okay, thank you. So it looks like you have the dental plan, the term life, and the vision. Did you want a little bit more information regarding those plans?

Speaker speaker\_1: Um, when do, wh- when, when do they s- like start, like, as far as the dental and um...

Speaker speaker\_0: So it actually started on December 30th.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you currently have active coverage for those plans.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you wanna know what it covered? I'm not sure if-

Speaker speaker\_1: Yes, ma'am. And, and then like-

Speaker speaker\_0: ... you wanted... Mm-hmm.

Speaker speaker\_1: ... like cards, like, uh, \*\*\*\*\*.

Speaker speaker\_0: You've not received them yet?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay. Okay. Uh, I can request them. Give me one second. Okay, so for your dental plan, a preventative visit is covered at 100%. A basic visit, like if you have to go for a cleansing, that's covered at 80%. Basic restorative, so if they gotta find a cavity and you gotta fill it, that's covered at 80%. X-rays are also covered at 80%, and you have an annual maximum of \$500. With the dental plan, you would have to give a one-time deductible of \$50 for that, um, individual plan. And then, um, if you have the family plan, it would be of 150, but you have employee and child. And then for, I believe I told you, you have vision too. Give me one second. Yeah. For vision, there's copays in that area. So the copay for an eye exam is only \$10. Copay for lenses and frames are 25, and the frame allowance is of 130. For term life, employees up to the age of 64 get up to \$20,000. Spouse, 2,500. Children six months up

to the age of 26, 2,500. And children 14 days up to six months, 500. And if I'm not wrong, you're still within, um... Let me verify your... Um, you're still eligible to add additional plans if you wish 'cause you're still within your personal open enrollment period, which are the first 30 days of receiving your first, um, check. You get 30 days to select enrolling and, like, to add new plans. So if you wanna add more plans, you would be eligible to do it. Um, I can give you the exact outline of when the last date would be for you to add any additional benefits if you want me to provide that to you.

Speaker speaker\_1: Um, I don't think I'm gonna add anything else. I just wanna know, like, as far as, uh, for the dental plan, when you, when it comes down to extractions, uh, w- what does that, that covers? Like, uh...

Speaker speaker\_0: So mm-hmm. So since we're really just the healthcare administrators, I can really just go based off what the guide tells me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Any specific questions like that, I would have to, um, connect you to the carrier. They would tell you if that's covered or not, and if so, how much would be covered.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: Would you like me to provide that contact information to you? And I can transfer your call as well.

Speaker speaker\_1: Nah. I'ma grab a pen 'cause I can still write it down. Um... Okay.

Speaker speaker\_0: Okay. So the carrier for your dental plan and your term life plan would be American Public Life, or APL. That phone number is 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: -256-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: -8606. Again, 800-256-8606. And then if you ever have questions about, like, your vision plan, that's a different carrier. The carrier for your vision plan is MetLife. That's M-E-T-L-I-F-E. And then the phone number is 855-638-3931. And I was gonna ask you, if you want, I can also send you your two cards, um, to your email on file. If you don't have them, I can go ahead and email them to you.

Speaker speaker\_2: Yes, please. You're welcome.

Speaker speaker\_0: And then I can go ahead and put a request for, um, for you to receive your physical cards, 'cause you said you never got them, right?

Speaker speaker\_2: Right. No, no, I haven't.

Speaker speaker\_0: And that was 1400 South Jefferson Street Southeast, Lot 10?

Speaker speaker\_2: Yes. That's correct. Milledgeville, Georgia 31060.

Speaker speaker\_0: Okay. Thank you. Okay. Um, while I do that, can I put you on a brief hold while I send you your cards to your email?

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay. Thank you. I'll be right back. Thank you for your hold, Ms. Samantha. I went ahead and emailed you your dental card and your vision card to that email file, and I'm gonna go ahead and request your cards as well. Um, I'm gonna go ahead and get your vision cards ready, um, and then I'm gonna go ahead and put that request for your dental card to be sent out to you. It should take probably seven to ten business days for you to receive those.

Speaker speaker\_3: Okay. Thank you.

Speaker speaker\_0: So, I went ahead and emailed that to you. And then in that email there's also the phone number and then the website that you can use to find providers for those two plans.

Speaker speaker\_3: Okay, I see them now.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_3: All right. Thank you so much.

Speaker speaker\_0: You're welcome. Did you have any more questions?

Speaker speaker\_3: Uh, no, ma'am, I don't. I appreciate it.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_3: All right. You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_3: Okay. Bye-bye.