

## Transcript: Estefania

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ■ Card. My name is Stephanie. How can I assist you? Hi. Uh, I believe I signed up, uh, with you guys when I first started a few months back. But I've also been getting the text about, um, changing or setting up stuff right now through open enrollment. Are you able to look and see if I do already have my benefits? Yeah, I can check. Um, what staffing agency are you with? Um, I work through Doherty Staffing. Okay, give me one second. You said, um, Hardy Staffing? Doherty Staffing. D-O-H-E-R-T-Y. ■ So sometimes they- If that helps. So sometimes they go by a different name. Does it have a secondary name, the staffing agency? Um, not that I know of. 'Cause sometimes they do have different names. There have been times where people call and they give us a different name, and then when we ask to, like, make sure that it doesn't have a secondary name, they call back and they give us a different name. Um, sometimes they do go by a different names. We don't have in our list a name of that agency. Maybe a- Yeah. ... secondary name that it may go by? The name on the billing just says Doherty Staffing. Um, I can go in quick and ask if- Yeah. ... you would like. If you could, just so that we're sure that you don't have, um, coverage or if you do, just to double check 'cause sometimes they do go by a different name. And it would be the name of the staffing agency that you applied with. All right. Uh, yeah. Give me one second. I'll go and check real quick. Okay. Hi, you still there? Yes, sir. Um, does it come up under Doherty Staffing Solutions? D-O-H-E-R-T-Y. Doherty. Okay, give me one second. Thank you, I found it. Um, and then what are the last four of your social? Uh, 4-7- er... Uh, hang on a second. Hmm? 3791. 3791. Okay, thank you. And your first and last name please? Steven Larkin. Okay. For security purposes, could you please verify your address and your date of birth? Uh, 8004 Highway 55 Lot 74 in Rockford, Minnesota, 55373. Uh, birthday is July 31st, 1991. Is your number still the same, the 355-8900? Correct. And then I have ltebe91@gmail.com. Is that up to date? Correct. Okay. So yeah, you actually do have active coverage. Um, it looks like you have the Group Accident Plan for Employee Only for \$1.80 weekly, Dental for Employee Only for \$3.38 weekly, Critical Illness for \$2.33 weekly-Term Life for employee for \$1.90. So weekly vision for employee for \$1.99, and then the VIP Standard for employee only, which is your medical plan, for \$16.81, that being a weekly deduction of \$28.33. So you do have active coverage for those plans. Yeah, should be good now. Thank you. All right, um, is there a way to get the information for if I wanna go to the clinic real quick right now? And- Yes. ... then I was also wondering if you could look up a clinic to see if it's in... uh, within your guys' covered ones? So, um, I don't have access to the list of the providers. I can give you the phone number of the multi-plan network. Um, we do administrate the, the healthcare benefits for different staffing agencies around the nation. But I can give you the phone number, and if you call that number and they're gonna ask you some questions for like your address and all

of that stuff, and they'll give you the list of the preferred providers that take that insurance. Um, but with the medical plan that you have, you don't have to stay within the network. You could be within, like in or out of the network and still receive coverage, but I can still give you that phone number, and then if your cards are available, I'll go ahead and send them to your email. Okay. And then that number's gonna be- Yeah, that'd be good. ... that number's gonna be on that email that I'm gonna send you. Do you want all your cards s- sent or just a certain one? Um, uh, you might as well send them all, I guess, so I have 'em on hand. Okay. And then did you ever get your dental and vision card to, like, to that address that you provided? Um, I may have. I looked around a little bit before leaving earlier. Uh, I didn't see anything, but I might have it just buried away right now. Okay. Um, if you don't see them, you're welcome to give us a call and we can request them. Um, I don't know if you mind checking first. And I was gonna tell you that for your VIP Standard, which is your medical plan, they normally don't send that one out. They just... You... So you'll only have two, which is dental and vision. If you do want a physical medical card, I can go ahead and put a request for it. Uh, yeah, could I do that? Okay, yeah. Um, do you mind getting put on a brief hold while I send you that information to your email and file? Uh, that should be all right. Yeah. And then is that a good email to send it to? Yes. Yeah. Okay. I'll be right back. Okay. Thank you for your hold, sir. Um, I went ahead and sent you, to your email file, that information. Do you mind verifying that you received it? You should be getting three cards on that email that I sent you, and then those numbers for the medical plan, the dental plan, and the vision plan to find the preferred providers is on that email as well. Okay. Um, it's gonna come from a email that says info@benefitsinacard.com. All right. And then, I was gonna ask you, did you wanna go ahead and add a beneficiary? We don't have a beneficiary for your term life, critical illness, nor group accident. Do you wanna add somebody already? Uh, sure. What would I need for that, though? So, that would be, um, who do you want to leave, um, the money to if something was to happen to you? Yeah. Um, do I need, like, their Social Security or anything, or just - anything now? No. Just their, just their first and last name, and the relationship that you have with them. All right. Um, yeah, I guess I'll probably do, uh, my mom, Nancy Workon. Okay. Do you just wanna put your mom down? Yeah. Okay. All right. She has been added. Did you have any more questions for me? Uh, I think that should do it for now. All right. And then, um, I'll go ahead and put that request in for your VIP standard to be sent out to you. And if for some reason you still don't see your card, you're welcome to give us a call and we'll c- we can put a request for the dental and the vision again. Okay. I appreciate that. Okay. I hope you have a great day. Thank you. You as well. And you have a good one. Bye. Thank you.

## Conversation Format

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

Speaker speaker\_1: Hi. Uh, I believe I signed up, uh, with you guys when I first started a few months back. But I've also been getting the text about, um, changing or setting up stuff right now through open enrollment. Are you able to look and see if I do already have my benefits?

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

Speaker speaker\_1: Um, I work through Doherty Staffing.

Speaker speaker\_0: Okay, give me one second. You said, um, Hardy Staffing?

Speaker speaker\_1: Doherty Staffing. D-O-H-E-R-T-Y. ■

Speaker speaker\_0: So sometimes they-

Speaker speaker\_1: If that helps.

Speaker speaker\_0: So sometimes they go by a different name. Does it have a secondary name, the staffing agency?

Speaker speaker\_1: Um, not that I know of.

Speaker speaker\_0: 'Cause sometimes they do have different names. There have been times where people call and they give us a different name, and then when we ask to, like, make sure that it doesn't have a secondary name, they call back and they give us a different name. Um, sometimes they do go by a different names. We don't have in our list a name of that agency. Maybe a-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... secondary name that it may go by?

Speaker speaker\_1: The name on the billing just says Doherty Staffing. Um, I can go in quick and ask if-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... you would like.

Speaker speaker\_0: If you could, just so that we're sure that you don't have, um, coverage or if you do, just to double check 'cause sometimes they do go by a different name. And it would be the name of the staffing agency that you applied with.

Speaker speaker\_1: All right. Uh, yeah. Give me one second. I'll go and check real quick.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hi, you still there?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Um, does it come up under Doherty Staffing Solutions? D-O-H-E-R-T-Y.

Speaker speaker\_0: Doherty. Okay, give me one second. Thank you, I found it. Um, and then what are the last four of your social?

Speaker speaker\_1: Uh, 4-7- er... Uh, hang on a second.

Speaker speaker\_0: Hmm?

Speaker speaker\_1: 3791.

Speaker speaker\_0: 3791. Okay, thank you. And your first and last name please?

Speaker speaker\_1: Steven Larkin.

Speaker speaker\_0: Okay. For security purposes, could you please verify your address and your date of birth?

Speaker speaker\_1: Uh, 8004 Highway 55 Lot 74 in Rockford, Minnesota, 55373. Uh, birthday is July 31st, 1991.

Speaker speaker\_0: Is your number still the same, the 355-8900?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have ltebe91@gmail.com. Is that up to date?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So yeah, you actually do have active coverage. Um, it looks like you have the Group Accident Plan for Employee Only for \$1.80 weekly, Dental for Employee Only for \$3.38 weekly, Critical Illness for \$2.33 weekly-Term Life for employee for \$1.90. So weekly vision for employee for \$1.99, and then the VIP Standard for employee only, which is your medical plan, for \$16.81, that being a weekly deduction of \$28.33. So you do have active coverage for those plans.

Speaker speaker\_1: Yeah, should be good now. Thank you. All right, um, is there a way to get the information for if I wanna go to the clinic real quick right now? And-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... then I was also wondering if you could look up a clinic to see if it's in... uh, within your guys' covered ones?

Speaker speaker\_0: So, um, I don't have access to the list of the providers. I can give you the phone number of the multi-plan network. Um, we do administrate the, the healthcare benefits for different staffing agencies around the nation. But I can give you the phone number, and if you call that number and they're gonna ask you some questions for like your address and all of that stuff, and they'll give you the list of the preferred providers that take that insurance. Um, but with the medical plan that you have, you don't have to stay within the network. You could be within, like in or out of the network and still receive coverage, but I can still give you that phone number, and then if your cards are available, I'll go ahead and send them to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then that number's gonna be-

Speaker speaker\_1: Yeah, that'd be good.

Speaker speaker\_0: ... that number's gonna be on that email that I'm gonna send you. Do you want all your cards s- sent or just a certain one?

Speaker speaker\_1: Um, uh, you might as well send them all, I guess, so I have 'em on hand.

Speaker speaker\_0: Okay. And then did you ever get your dental and vision card to, like, to that address that you provided?

Speaker speaker\_1: Um, I may have. I looked around a little bit before leaving earlier. Uh, I didn't see anything, but I might have it just buried away right now.

Speaker speaker\_0: Okay. Um, if you don't see them, you're welcome to give us a call and we can request them. Um, I don't know if you mind checking first. And I was gonna tell you that for your VIP Standard, which is your medical plan, they normally don't send that one out. They just... You... So you'll only have two, which is dental and vision. If you do want a physical medical card, I can go ahead and put a request for it.

Speaker speaker\_1: Uh, yeah, could I do that?

Speaker speaker\_0: Okay, yeah. Um, do you mind getting put on a brief hold while I send you that information to your email and file?

Speaker speaker\_1: Uh, that should be all right. Yeah.

Speaker speaker\_0: And then is that a good email to send it to?

Speaker speaker\_1: Yes. Yeah.

Speaker speaker\_0: Okay. I'll be right back. Okay. Thank you for your hold, sir. Um, I went ahead and sent you, to your email file, that information. Do you mind verifying that you received it? You should be getting three cards on that email that I sent you, and then those numbers for the medical plan, the dental plan, and the vision plan to find the preferred providers is on that email as well.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Um, it's gonna come from a email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_2: All right.

Speaker speaker\_0: And then, I was gonna ask you, did you wanna go ahead and add a beneficiary? We don't have a beneficiary for your term life, critical illness, nor group accident. Do you wanna add somebody already?

Speaker speaker\_2: Uh, sure. What would I need for that, though?

Speaker speaker\_0: So, that would be, um, who do you want to leave, um, the money to if something was to happen to you?

Speaker speaker\_2: Yeah. Um, do I need, like, their Social Security or anything, or just

Speaker speaker\_3: - anything now?

Speaker speaker\_0: No. Just their, just their first and last name, and the relationship that you have with them.

Speaker speaker\_2: All right. Um, yeah, I guess I'll probably do, uh, my mom, Nancy Workon.

Speaker speaker\_0: Okay. Do you just wanna put your mom down?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Okay. All right. She has been added. Did you have any more questions for me?

Speaker speaker\_2: Uh, I think that should do it for now.

Speaker speaker\_0: All right. And then, um, I'll go ahead and put that request in for your VIP standard to be sent out to you. And if for some reason you still don't see your card, you're welcome to give us a call and we'll c- we can put a request for the dental and the vision again.

Speaker speaker\_2: Okay. I appreciate that.

Speaker speaker\_0: Okay. I hope you have a great day.

Speaker speaker\_2: Thank you. You as well. And you have a good one. Bye.

Speaker speaker\_0: Thank you.