

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Card. I'm with Stephanie. How can I assist you? Uh, yes. My name's Cannon Smith and the company that I work for, I applied for, um, benefits through them. Mm-hmm. And they gave me their number because I haven't received my benefit card yet, but I seen, like the past three weeks that it was taken out of my check, you know, covering my medical, my dental, vision, whatever's like that on there. Okay. And I can't- I can check to see, um, where those cards are at. Do you mind giving me the name of the staffing- Right. Can I add something real quick? Ma'am. Okay. Can, um, can I please get the name of the staffing agency as well as the last four of your social? Okay. The name of the agency called On Track Staffing. And then what is the last four of your social? 2964. And your first and last name? My first name's Cannon with a C, C-H-A-N-N-O-N. My last name is Smith, S-M-I-T-H. Okay. Thank you. Okay, for security purposes, can you verify your address and date of birth? Okay. My, the address I have on file, I'm gonna need to change that as well. Okay, my address is 6911 Poplar Street Cove, Memphis, Tennessee 38119. And then the date of birth? February 23rd, 1983. Okay, thank you. You're welcome. I have 264-2166 as your phone number? Yes. I'm going to update that as well too. So, it looks like you are active. Is that not the address that you get your stuff mailed at? 'Cause that's the address those cards went to. Okay. Well, I have a new address because I just moved to my new address. I've been here a week and a half. Gotcha. Okay. Um, let me see. Normally we're not really allowed to request cards within six months, so they won't let me request another one, but I can email them to you. Uh, and then it looks like you have dental, vision. Let me see if I can just request them. But normally, you're only allowed to request them every six months. Okay? Okay. Yes, ma'am. So it looks like that's why you probably didn't get them, 'cause we have your old address on file. Do you want me to go ahead and update that? Yes, ma'am. You can. What's the address? It's 3521 South Mendenhall. Do you want me to spell it? Yes. Is it M-E-N-D-E-N-H-A-L-L? Correct. Okay. And then, um- It's, it's, it's 3521 South Mendenhall Road, Apartment 3. Okay, thank you. Is it still Memphis, Tennessee? Yes, Memphis, Tennessee 38115. Okay, thank you. You're welcome. Okay. And then if you want for now, I can go ahead and e- send them to your email file as well, the dental and the vision. Okay. That's fine. Um, would you like to be on hold while I send that over? Yes, ma'am. Okay. Thank you. You're welcome. Get in there. Yeah. Don't pull on it. Just sit. Stay still. You're getting a card in six months. But y'all be... They do it by sending something out. Oh, my God, what I want. So that's good y'all, but I didn't order this shit. I gave up. This is nice. How y'all do that? Oh, man. I'm just sitting back. Okay, hold on now. I told you. It's mine. Hey. I'm going to be there soon, man. Okay, but like...Like, he loved it. He hear about something, he'll lie his ass with it. Roll it up, bro. I'ma stop this music. Then I'ma be like... You know what I mean? Like, walk by the booth live. That's what I'm saying. But, yeah, but hey. Hey. He said, "I'ma call

Kelsey. I'ma turn her on." Yeah. He did not say that. Yeah, he did. Keep you out of it. How could I have? When I called your mom tomorrow, I need you ready for me, too. Okay. All right? All right. And they open up. Uncle Everett used to sell heroin. Oh. Yep. A lot- uh, uh, uh, I ain't even wanna be like that though, man. When he was like... And I would go get a shot so he was always like, "He don't know where that shit is." Yeah. And he'd be like, "Bro, you hear?" On my good- on my good morning. Oh, he, he drink- Is someone there? Hello? Hello? He drunk he look black. You don't remember that day? He came over that day. Didn't he? Yeah. He was just, he was just a little crumpled ass man. You know what I'm saying? In all, in all faith and all, but man. He was stretched out in front of me. Like, look. Take care of me. Man, fuck. That's what I'm saying. Right. For one time. Don't pass it to them boys. I mean, it's fine. I told you, I hate to even feel bad for 'em. But. You know? Look. Look, for real say, you know what y'all niggas did last summer? The last summer shit y'all doing. You know what I'm saying? Yeah. You know. What? You didn't even see that shit. No. Every time. Every time they come around. Every time. Oh. Yeah. Yep. All right. You guys are good to go. All right. You know more people dying on the streets because of all this shit. So thank you for recording this. Yep. All right. Yeah.... everything we don't have a good one of these. Somebody just called me. Yeah. Yeah, I heard that. About, about three or four 000 people are waiting to be called. I'm a work in a woman. For people who are working in the hospital. Has moved on, he said. Because I'm not sure if you- Oh, yeah. ... that man. Yeah. Where are the- Um, I don't know if you can verify anything. Like, just- Yes, ma'am? ... um, I don't know if you mind verifying that if you've received the email that I just sent you? It's gonna be your cards. Oh, okay. Hold on. Let me check my email. Yes, I got the email. A ID card, okay? Mm-hmm. And then that's gonna be your vision and your dental. Um, I went ahead and emailed that to you as well as the carrier, letting them know that you, you're requesting, um, new cards. Okay. And they should be receiving that- Um- ... within, like, seven to 10 business days, not including holiday, um, holidays or weekends. Okay. All right. And can I have another question? Um, with the in... I haven't opened it up yet. The insurance is what, through, uh, Blue Cross or, you know, like- No. So your dental is through American Public Life and your vision is through MetLife. Okay. MetLife, okay. Mm-hmm. So vision, MetLife. And then for dental is American Public Life. American Public Life. Okay. Okay. And can I update my phone number as well on... Yes. Um, what is the right phone number? Is it the one you're dialing from? Um, now I just... Yes, ma'am. Okay. Okay, I updated it. Okay. And the website that's on the card, um, I can find like doctors and things that- Correct. Mm-hmm. Yes, ma'am. Okay. That and then the phone number that's on there. Okay. Okay. And, um, I know that I pay for your month. Do I have to pay like, uh, like what if we... Like for instance, my glasses is broke and I need to go to the eye doctor? Would you be able to- So the only thing, the only thing I'm able to actually see it, it provides you is what I see on the gui- guide. So the copay for an eye exam is \$10, for claims and phrasings is 25. And your, um, frame allowance is 130. Um, if you have any other questions, that would something, that would be something that MetLife would be able to answer, such as like contacts and stuff like that. Okay. Since I don't have that information, I can't give it to you since we're just a healthcare administrator. But who can definitely answer that is the actual provider. Okay. But what the... The answer you gave me was what I was looking for. Of the frame allowance? Yes, the frames allowance. Mm-hmm. And you said a copay, and... Yeah. And you said... Yes. Mm-hmm. Okay. And then now you can- And then any other detailed questions, like 'cause in the past people have asked about like contacts.

That's something that you would just have to ask the carrier. So in other words, we're kind of like the middle man. We're actually who does the enrollment. But we wouldn't be able to answer like detailed questions like that. So it's always better just to ask the carrier when it comes to like that type of stuff, just to be on the safe side. Okay. Okay. Well, I thank you so, so much. You're welcome. I hope you have a great day. All right. You have a blessed one. Thank you. You're welcome. Bye-bye. Bye. Oh, is that how you go?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Card. I'm with Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes. My name's Cannon Smith and the company that I work for, I applied for, um, benefits through them.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And they gave me their number because I haven't received my benefit card yet, but I seen, like the past three weeks that it was taken out of my check, you know, covering my medical, my dental, vision, whatever's like that on there.

Speaker speaker_0: Okay.

Speaker speaker_1: And I can't-

Speaker speaker_0: I can check to see, um, where those cards are at. Do you mind giving me the name of the staffing-

Speaker speaker_1: Right. Can I add something real quick? Ma'am.

Speaker speaker_0: Okay. Can, um, can I please get the name of the staffing agency as well as the last four of your social?

Speaker speaker_1: Okay. The name of the agency called On Track Staffing.

Speaker speaker_0: And then what is the last four of your social?

Speaker speaker_1: 2964.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My first name's Cannon with a C, C-H-A-N-N-O-N. My last name is Smith, S-M-I-T-H.

Speaker speaker_0: Okay. Thank you. Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Okay. My, the address I have on file, I'm gonna need to change that as well. Okay, my address is 6911 Poplar Street Cove, Memphis, Tennessee 38119.

Speaker speaker_0: And then the date of birth?

Speaker speaker_1: February 23rd, 1983.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: I have 264-2166 as your phone number?

Speaker speaker_1: Yes. I'm going to update that as well too.

Speaker speaker_0: So, it looks like you are active. Is that not the address that you get your stuff mailed at? 'Cause that's the address those cards went to.

Speaker speaker_1: Okay. Well, I have a new address because I just moved to my new address. I've been here a week and a half.

Speaker speaker_0: Gotcha. Okay. Um, let me see. Normally we're not really allowed to request cards within six months, so they won't let me request another one, but I can email them to you. Uh, and then it looks like you have dental, vision. Let me see if I can just request them. But normally, you're only allowed to request them every six months. Okay?

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: So it looks like that's why you probably didn't get them, 'cause we have your old address on file. Do you want me to go ahead and update that?

Speaker speaker_1: Yes, ma'am. You can.

Speaker speaker_0: What's the address?

Speaker speaker_1: It's 3521 South Mendenhall. Do you want me to spell it?

Speaker speaker_0: Yes. Is it M-E-N-D-E-N-H-A-L-L?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then, um-

Speaker speaker_1: It's, it's, it's 3521 South Mendenhall Road, Apartment 3.

Speaker speaker_0: Okay, thank you. Is it still Memphis, Tennessee?

Speaker speaker_1: Yes, Memphis, Tennessee 38115.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: Okay. And then if you want for now, I can go ahead and e- send them to your email file as well, the dental and the vision.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Um, would you like to be on hold while I send that over?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Get in there. Yeah. Don't pull on it. Just sit. Stay still. You're getting a card in six months. But y'all be... They do it by sending something out. Oh, my God, what I want. So that's good y'all, but I didn't order this shit. I gave up. This is nice. How y'all do that? Oh, man. I'm just sitting back. Okay, hold on now. I told you. It's mine. Hey. I'm going to be there soon, man. Okay, but like...

Speaker speaker_3: Like, he loved it. He hear about something, he'll lie his ass with it.

Speaker speaker_4: Roll it up, bro.

Speaker speaker_5: I'ma stop this music. Then I'ma be like...

Speaker speaker_3: You know what I mean? Like, walk by the booth live. That's what I'm saying.

Speaker speaker_5: But, yeah, but hey. Hey.

Speaker speaker_3: He said, "I'ma call Kelsey. I'ma turn her on."

Speaker speaker_5: Yeah. He did not say that.

Speaker speaker_3: Yeah, he did.

Speaker speaker_5: Keep you out of it.

Speaker speaker_3: How could I have?

Speaker speaker_5: When I called your mom tomorrow, I need you ready for me, too.

Speaker speaker_3: Okay.

Speaker speaker_5: All right?

Speaker speaker_3: All right.

Speaker speaker_5: And they open up.

Speaker speaker_3: Uncle Everett used to sell heroin.

Speaker speaker_5: Oh.

Speaker speaker_3: Yep.

Speaker speaker_5: A lot- uh, uh, uh, I ain't even wanna be like that though, man. When he was like... And I would go get a shot so he was always like, "He don't know where that shit is." Yeah. And he'd be like, "Bro, you hear?" On my good- on my good morning. Oh, he, he drink-

Speaker speaker_6: Is someone there?

Speaker speaker_5: Hello? Hello? He drunk he look black. You don't remember that day? He came over that day. Didn't he?

Speaker speaker_7: Yeah.

Speaker speaker_5: He was just, he was just a little crumpled ass man. You know what I'm saying? In all, in all faith and all, but man. He was stretched out in front of me. Like, look. Take care of me.

Speaker speaker_3: Man, fuck. That's what I'm saying. Right. For one time. Don't pass it to them boys. I mean, it's fine. I told you, I hate to even feel bad for 'em. But.

Speaker speaker_5: You know? Look. Look, for real say, you know what y'all niggas did last summer? The last summer shit y'all doing.

Speaker speaker_8: You know what I'm saying?

Speaker speaker_3: Yeah. You know.

Speaker speaker_5: What? You didn't even see that shit. No.

Speaker speaker_8: Every time. Every time they come around. Every time. Oh. Yeah. Yep. All right. You guys are good to go.

Speaker speaker_5: All right.

Speaker speaker_8: You know more people dying on the streets because of all this shit. So thank you for recording this.

Speaker speaker_5: Yep. All right. Yeah.

Speaker speaker_9: ... everything we don't have a good one of these.

Speaker speaker_10: Somebody just called me.

Speaker speaker_9: Yeah. Yeah, I heard that. About, about three or four 000 people are waiting to be called.

Speaker speaker_10: I'm a work in a woman.

Speaker speaker_9: For people who are working in the hospital. Has moved on, he said. Because I'm not sure if you-

Speaker speaker_10: Oh, yeah.

Speaker speaker_9: ... that man. Yeah. Where are the-

Speaker speaker_10: Um, I don't know if you can verify anything. Like, just-

Speaker speaker_9: Yes, ma'am?

Speaker speaker_10: ... um, I don't know if you mind verifying that if you've received the email that I just sent you? It's gonna be your cards.

Speaker speaker_9: Oh, okay. Hold on. Let me check my email. Yes, I got the email. A ID card, okay?

Speaker speaker_10: Mm-hmm. And then that's gonna be your vision and your dental. Um, I went ahead and emailed that to you as well as the carrier, letting them know that you, you're requesting, um, new cards.

Speaker speaker_9: Okay.

Speaker speaker_10: And they should be receiving that-

Speaker speaker_9: Um-

Speaker speaker_10: ... within, like, seven to 10 business days, not including holiday, um, holidays or weekends.

Speaker speaker_9: Okay.

Speaker speaker_10: All right.

Speaker speaker_9: And can I have another question? Um, with the in... I haven't opened it up yet. The insurance is what, through, uh, Blue Cross or, you know, like-

Speaker speaker_10: No. So your dental is through American Public Life and your vision is through MetLife.

Speaker speaker_9: Okay. MetLife, okay.

Speaker speaker_10: Mm-hmm. So vision, MetLife. And then for dental is American Public Life.

Speaker speaker_9: American Public Life. Okay. Okay. And can I update my phone number as well on...

Speaker speaker_10: Yes. Um, what is the right phone number? Is it the one you're dialing from?

Speaker speaker_9: Um, now I just... Yes, ma'am.

Speaker speaker_10: Okay. Okay, I updated it.

Speaker speaker_9: Okay. And the website that's on the card, um, I can find like doctors and things that-

Speaker speaker_10: Correct. Mm-hmm. Yes, ma'am.

Speaker speaker_9: Okay.

Speaker speaker_10: That and then the phone number that's on there.

Speaker speaker_9: Okay. Okay. And, um, I know that I pay for your month. Do I have to pay like, uh, like what if we... Like for instance, my glasses is broke and I need to go to the eye doctor? Would you be able to-

Speaker speaker_10: So the only thing, the only thing I'm able to actually see it, it provides you is what I see on the gui- guide. So the copay for an eye exam is \$10, for claims and phrasings is 25. And your, um, frame allowance is 130. Um, if you have any other questions, that would something, that would be something that MetLife would be able to answer, such as like contacts and stuff like that.

Speaker speaker_9: Okay.

Speaker speaker_10: Since I don't have that information, I can't give it to you since we're just a healthcare administrator. But who can definitely answer that is the actual provider.

Speaker speaker_9: Okay. But what the... The answer you gave me was what I was looking for.

Speaker speaker_10: Of the frame allowance?

Speaker speaker_9: Yes, the frames allowance.

Speaker speaker_10: Mm-hmm.

Speaker speaker_9: And you said a copay, and...

Speaker speaker_10: Yeah.

Speaker speaker_9: And you said...

Speaker speaker_10: Yes. Mm-hmm.

Speaker speaker_9: Okay. And then now you can-

Speaker speaker_10: And then any other detailed questions, like 'cause in the past people have asked about like contacts. That's something that you would just have to ask the carrier. So in other words, we're kind of like the middle man. We're actually who does the enrollment. But we wouldn't be able to answer like detailed questions like that. So it's always better just to ask the carrier when it comes to like that type of stuff, just to be on the safe side.

Speaker speaker_9: Okay. Okay. Well, I thank you so, so much.

Speaker speaker_10: You're welcome. I hope you have a great day.

Speaker speaker_9: All right. You have a blessed one.

Speaker speaker_10: Thank you.

Speaker speaker_9: You're welcome. Bye-bye.

Speaker speaker_10: Bye.

Speaker speaker_9: Oh, is that how you go?