

## **Transcript: Estefania**

**Acevedo-4920932463230976-6613387302617088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I'm just going to put up for you. Thank you for calling the Hispanic Health Card. My name is Stephanie. How can I assist you? Yes. Um, I'm actually calling about some information, um, about my plan. I'm trying to see who's in network with me so that I can get a primary... Okay. Yeah, I can help you. ... provider. Um, what, what agency are you working with? Crown Staffing. Crown Staffing? Okay. Mm-hmm. And then what are the last two of your social, I mean, the last four of your social? 4349. Oh, Barbie. And then your first and last name for me, please? Kaya Barbie. Okay. For security purposes, do you mind verifying your address as well as your date of birth? 260 Greenacre Circle. Okay. And then your date of birth, please? 10/07/2000. And then what city and state was it? Zeppelin, Kentucky 42334. Thank you. Is your phone number still the 931- Yes. ... 2784072? Okay. And then I have your last name, first name, 33@gmail.com. Is that up to date? Yes. Okay. And then by any chance, um, have you not received your, your preventative card yet, or do you want me to request one? Request one. Okay. And then if you wish, I can go ahead and email you your card. On that card, there's a pharmacy information as well as the phone number to contact to find preferred providers. Do you have, like, a list that you can send me to my email of providers? So I actually do not. I believe it depends on, like, your area. So if you call that phone number, they should be able to provide, um, providers for you. But I don't have a list, but I do have the contact information and the information that you need. Okay. Yeah, can I get the contact information, please? Yes, ma'am. Is that a good email to send it to? Yes. Okay. Um, while I do that, do you mind getting put in a brief hold while I send you that information to your email file? And then when I do that- No, that's okay. Okay. When I do that, I'll get you to confirm it, just to make sure that you received it. Okay. Okay. Give me one second. I'll be right back. Okay. ... go through. Okay. Thank you for hold. I went ahead and emailed you your card, so the email file, and then in that same email there's that website that you can find a list of providers as well as that phone number that you can contact. Um, do you mind verifying that you received that email though? It should come from an email that says info@benefitsinacard.com. Yeah, I got it. Okay. Um, did you have any questions for me? Would you like to get transferred? No, that's fine. Thank you so much. You're welcome. I hope you have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: I'm just going to put up for you.

Speaker speaker\_2: Thank you for calling the Hispanic Health Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes. Um, I'm actually calling about some information, um, about my plan. I'm trying to see who's in network with me so that I can get a primary...

Speaker speaker\_2: Okay. Yeah, I can help you.

Speaker speaker\_1: ... provider.

Speaker speaker\_2: Um, what, what agency are you working with?

Speaker speaker\_1: Crown Staffing.

Speaker speaker\_2: Crown Staffing? Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And then what are the last two of your social, I mean, the last four of your social?

Speaker speaker\_1: 4349. Oh, Barbie.

Speaker speaker\_2: And then your first and last name for me, please?

Speaker speaker\_1: Kaya Barbie.

Speaker speaker\_2: Okay. For security purposes, do you mind verifying your address as well as your date of birth?

Speaker speaker\_1: 260 Greenacre Circle.

Speaker speaker\_2: Okay. And then your date of birth, please?

Speaker speaker\_1: 10/07/2000.

Speaker speaker\_2: And then what city and state was it?

Speaker speaker\_1: Zeppelin, Kentucky 42334.

Speaker speaker\_2: Thank you. Is your phone number still the 931-

Speaker speaker\_3: Yes.

Speaker speaker\_2: ... 2784072? Okay. And then I have your last name, first name, 33@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. And then by any chance, um, have you not received your, your preventative card yet, or do you want me to request one?

Speaker speaker\_1: Request one.

Speaker speaker\_2: Okay. And then if you wish, I can go ahead and email you your card. On that card, there's a pharmacy information as well as the phone number to contact to find preferred providers.

Speaker speaker\_1: Do you have, like, a list that you can send me to my email of providers?

Speaker speaker\_2: So I actually do not. I believe it depends on, like, your area. So if you call that phone number, they should be able to provide, um, providers for you. But I don't have a list, but I do have the contact information and the information that you need.

Speaker speaker\_1: Okay. Yeah, can I get the contact information, please?

Speaker speaker\_2: Yes, ma'am. Is that a good email to send it to?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Um, while I do that, do you mind getting put in a brief hold while I send you that information to your email file? And then when I do that-

Speaker speaker\_1: No, that's okay.

Speaker speaker\_2: Okay. When I do that, I'll get you to confirm it, just to make sure that you received it.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay. Give me one second. I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... go through. Okay. Thank you for hold. I went ahead and emailed you your card, so the email file, and then in that same email there's that website that you can find a list of providers as well as that phone number that you can contact. Um, do you mind verifying that you received that email though? It should come from an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_4: Yeah, I got it.

Speaker speaker\_2: Okay. Um, did you have any questions for me? Would you like to get transferred?

Speaker speaker\_4: No, that's fine. Thank you so much.

Speaker speaker\_2: You're welcome. I hope you have a great day.

Speaker speaker\_4: You too.