

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hi. Um, my labs were not entered in, so LabCorp is asking for a fax, or- I'm sorry, your labs? My, uh, my labs that I need to get done. They said that they couldn't find them. Okay, so- So I'll- ... that's something you would actually have to speak to, um, like the carrier regardi-... We're just the healthcare administrators, so I would have to transfer you to the carrier. Um, and I have to see what plans. You have to know who your carrier is. What staffing agency are you working with? Uh, Terra Staffing, or Virg Stella. Okay. What is the last four of your Social? 2471. And then, your first and last name? Renee McMillan. For security purposes, could you verify your address and date of birth? Uh, 7701 West 4th Avenue, Apartment B105, in Kennewick, 99336. Date of birth, 05-11-96. 208-573-2544 is your phone number? Yes. Okay, thank you. And then, was it for a pre-... Do you know if it was for a preventative visit, or a- Yeah. ... hospital vicinity visit, 'cause you have the MEC TELRS which is your preventative plan, and you also have the VIP+. Um, and those are two- It was for my- ... different carriers. Okay. Um, I had called in to Benefits and a Card- Mm-hmm. ... got a doctor, and he said, "Let's just check your levels to make sure." Like, my thyroid and my glucose levels. Okay, so preventative. Okay. Yeah, so for that, I do have to transfer you to 90 Degrees. Um- Oh, okay. I can provide that phone number to you and I can transfer your- your call, as well. Um, but I can provide it just in case you were to drop. Okay, one second. Okay, I'm ready when you are. Okay, so the carrier is 90 Degrees, for your- Okay. ... MEC TELRS, and then that phone number is 800- Okay. ... 833-4296. And then, it's gonna be option number one. Again, 800-833-4296, option one. Okay, thank you so much. You're welcome. And if you want, I can transfer you as well. Yeah, that'd be great. Okay. Hello from... We're good, Winston, we're good.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, my labs were not entered in, so LabCorp is asking for a fax, or-

Speaker speaker_0: I'm sorry, your labs?

Speaker speaker_1: My, uh, my labs that I need to get done. They said that they couldn't find them.

Speaker speaker_0: Okay, so-

Speaker speaker_1: So I'll-

Speaker speaker_0: ... that's something you would actually have to speak to, um, like the carrier regardi-... We're just the healthcare administrators, so I would have to transfer you to the carrier. Um, and I have to see what plans. You have to know who your carrier is. What staffing agency are you working with?

Speaker speaker_1: Uh, Terra Staffing, or Virg Stella.

Speaker speaker_0: Okay. What is the last four of your Social?

Speaker speaker_1: 2471.

Speaker speaker_0: And then, your first and last name?

Speaker speaker_1: Renee McMillan.

Speaker speaker_0: For security purposes, could you verify your address and date of birth?

Speaker speaker_1: Uh, 7701 West 4th Avenue, Apartment B105, in Kennewick, 99336. Date of birth, 05-11-96.

Speaker speaker_0: 208-573-2544 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. And then, was it for a pre-... Do you know if it was for a preventative visit, or a-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... hospital vicinity visit, 'cause you have the MEC TELRS which is your preventative plan, and you also have the VIP+. Um, and those are two-

Speaker speaker_1: It was for my-

Speaker speaker_0: ... different carriers.

Speaker speaker_1: Okay. Um, I had called in to Benefits and a Card-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... got a doctor, and he said, "Let's just check your levels to make sure." Like, my thyroid and my glucose levels.

Speaker speaker_0: Okay, so preventative. Okay. Yeah, so for that, I do have to transfer you to 90 Degrees. Um-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: I can provide that phone number to you and I can transfer your- your call, as well. Um, but I can provide it just in case you were to drop.

Speaker speaker_1: Okay, one second. Okay, I'm ready when you are.

Speaker speaker_0: Okay, so the carrier is 90 Degrees, for your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... MEC TELRS, and then that phone number is 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 833-4296. And then, it's gonna be option number one. Again, 800-833-4296, option one.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: You're welcome. And if you want, I can transfer you as well.

Speaker speaker_1: Yeah, that'd be great.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello from... We're good, Winston, we're good.