

## **Transcript: Estefania**

**Acevedo-510946690444928-6224451292413952**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes. Uh, I was wondering if, uh, I had hearing, uh, benefits. I'm sorry? Trying to... I'm trying to figure out if I have hearing benefits. Hearing benefits? Um, I believe- Yeah. ... they don't offer, they don't offer that. They offer like dental, vision, maybe for health. Okay. Um... Okay. Were you looking into enrolling into any of those? But they don't offer hearing benefits. Okay. Thank you. You're welcome. I'm already enrolled in the other, in the medical, in- Oh, okay. ... services. Yeah. Unfortunately, they don't have like for ears. I didn't know if it fell under the medical or not. Um, so for that, if you wanna know if a certain service regarding that would fall under medical, who you actually need to contact is the carrier. And I can check real quick to see what plans you have and then connect you to them, or provide the contact number and then they will let you know if a certain service would, um, receive coverage or not. But I would have to connect you to the carrier for them. Okay. Okay? Um, who do you work for? Okay. Or the name of the staffing agency? Uh, Third Staffing. And then what are the last four of your Social? The last four of my Social? Yes, sir. 8-8205. And then for security purposes, could you verify address and date of birth? 155 Warren, W-A-R-R-E-N, Avenue, Parksburg, West Virginia, 26104. Okay. And the date of birth? 01/13/2003. Okay. And then do you still have 304-580-8406 as your phone number? Uh-huh. Okay. And then, um, so you have the dental vision and the MEC teleRx plan. So for that plan, it's a preventative plan, and I would have to actually connect you to 90 Degrees. You're welcome to ask them if that service has coverage or not. Um, I can give you the phone number and I can transfer your call as well. Okay. Let me know when you're ready. Give me a sec here. Okay. Okay. Okay. So the phone number of that carrier is 800-833- Okay. ... 4296, extension 1. Again, 800- 40- ... 833-4296, option 1. 4692? Uh, no. It's 4296, the last four. 4296? Correct. So it's 800-833-4296. Okay. And then if you want, I can transfer you. Yeah, go ahead and transfer me. Okay. All right. Well, I hope you have a great day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Uh, yes. Uh, I was wondering if, uh, I had hearing, uh, benefits.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Trying to... I'm trying to figure out if I have hearing benefits.

Speaker speaker\_0: Hearing benefits? Um, I believe-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... they don't offer, they don't offer that. They offer like dental, vision, maybe for health.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Were you looking into enrolling into any of those? But they don't offer hearing benefits.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: I'm already enrolled in the other, in the medical, in-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... services.

Speaker speaker\_0: Yeah. Unfortunately, they don't have like for ears.

Speaker speaker\_1: I didn't know if it fell under the medical or not.

Speaker speaker\_0: Um, so for that, if you wanna know if a certain service regarding that would fall under medical, who you actually need to contact is the carrier. And I can check real quick to see what plans you have and then connect you to them, or provide the contact number and then they will let you know if a certain service would, um, receive coverage or not. But I would have to connect you to the carrier for them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? Um, who do you work for?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Or the name of the staffing agency?

Speaker speaker\_1: Uh, Third Staffing.

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

Speaker speaker\_1: The last four of my Social?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: 8-8205.

Speaker speaker\_0: And then for security purposes, could you verify address and date of birth?

Speaker speaker\_1: 155 Warren, W-A-R-R-E-N, Avenue, Parksburg, West Virginia, 26104.

Speaker speaker\_0: Okay. And the date of birth?

Speaker speaker\_1: 01/13/2003.

Speaker speaker\_0: Okay. And then do you still have 304-580-8406 as your phone number?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay. And then, um, so you have the dental vision and the MEC teleRx plan. So for that plan, it's a preventative plan, and I would have to actually connect you to 90 Degrees. You're welcome to ask them if that service has coverage or not. Um, I can give you the phone number and I can transfer your call as well.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me know when you're ready.

Speaker speaker\_1: Give me a sec here. Okay. Okay.

Speaker speaker\_0: Okay. So the phone number of that carrier is 800-833-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 4296, extension 1. Again, 800-

Speaker speaker\_1: 40-

Speaker speaker\_0: ... 833-4296, option 1.

Speaker speaker\_1: 4692?

Speaker speaker\_0: Uh, no. It's 4296, the last four.

Speaker speaker\_1: 4296?

Speaker speaker\_0: Correct. So it's 800-833-4296.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then if you want, I can transfer you.

Speaker speaker\_1: Yeah, go ahead and transfer me.

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

Speaker speaker\_1: Thank you.