

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, um, I guess I'm on which, uh, program? Um, I wanted to see, would you guys have me covered under? Okay. Um, what staff and agency are you with? We do administrate different agencies. Uh, Versella. Okay, so Terra? Yeah. And then, um, what are the last four of your Social? Uh, 3630. Okay, thank you. And your first and last name? Mark Anthony Walton. Okay, thank you. For security purposes, Mr. Walton, could you please verify your address and your date of birth for me? 1010 North 48th Street, Phoenix, Arizona 85008. Um, my birthday, 11/16/1980. Is your phone number 671-8077? Uh, no, I changed it, but yeah, that's my old number. Do you want me to update it to the new one? Is it the one that you're calling from? Yes, ma'am. Okay. 480-996-2125? Yes, ma'am. And markwalton8019@gmail.com. Is that up to date? Yes, ma'am. Okay. And it looks like you're under Dental for Employee and Child, Vision Employee and Child, VIP Standard, being the medical plan, Employee and Child, and then the preventative plan, the MEC TeleRx with Employee and Child. Yeah. I, I just saw that and they, uh, all together they took like \$65. I've never even used it before. And when I tried to use it, it didn't work. So I would really like to cancel them. I, I, I really don't... So- I have, I have pretty much, I get my own insurance, but I don't, I don't want those insurances. I got the card that you guys sent me in the mail. But, um, when I went to the doctor, the doctor was like, "Well, you gotta do this, you gotta do this, you gotta do this." Pretty much I, I couldn't even use it that day. Hmm. That's interesting. Yeah, so, yeah, I... So, I'm not able to- If you could, uh- I'm not able to cancel it because it's under a court order. Under an agency. It's under a what? A court order for child support. Oh. Oh, okay, so that's what that \$65 is? Correct. Okay. Well, I'm, I'm in, yeah, that's totally fine. I was wonder-, I was wondering like, um, if, if they were taking anything. Yeah, so those plans, that's why it's, um, Employee and Child. Okay, I was wondering. I was like, "Employee and Child? I didn't sign up for that." But, no, that's totally fine. Did- Okay. Did you want me to send you the guide that explains what services it covers? Mm-hmm. Because you do have the VIP Standard, which that one would cover doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, and even some surgeries. And then your MEC is your preventative plan, meaning that would cover like one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. Um, I believe all you have to really do is go to the, like show them your card. I know with the MEC, um, with that one, you have to be within the network to be covered. And with the VIP you could be in-network or out-of-network. Did you remember what card you showed them? I think it was the... It, it still said Terra Family and it wasn't on Versella. Oh. Okay. Um, yeah, 'cause you have both the preventative and then the hospital indemnity plan. Okay. Well, no problem. Sorry about that. Uh, yeah. No, you're fine. If you could send that

information to me via email, that'll be perfect. Okay, yeah. I'll go ahead and send that to you. And then I'll write down, uh, the hospital indemnity plan that you have, 'cause they offer different ones and you have the standard. So I'll write down the ones that you have. Okay. Yeah, just a hold, um- Did you want to hold while I send you that over, just to make sure that you do receive it? Uh, yeah. Okay. I'll be right back. Thank you for your hold, Mark. I went ahead and emailed you that, to your email file. Um, so, and I wrote down what plans you have. So, you have Dental Vision, VIP Standard, and MEC Tele-RN. So, I wrote it on that same email, and then I attached the guide to it, just in case you want to know what services it covers. Okay. If you ever have questions if a particular service is covered or not, and you don't specifically see it there, you're always welcome to contact the carrier. They will notify you if they're, um, if the service is covered or not. ... It should be coming from an email that says info@benefitsinacar.com. Yeah. Info Benefits, hello, Mark from VIP Standard just got done looking at the PDF with it. Yep. So, that's the PDF that shows you, um, what those plans offer, and then I wrote down in that email what plans y- you have. Okay. Okay? No problem. Yes. I do see that now. Thank you so much. You're welcome. Have a nice day. You too.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Um, um, I guess I'm on which, uh, program? Um, I wanted to see, would you guys have me covered under?

Speaker speaker\_1: Okay. Um, what staff and agency are you with? We do administrate different agencies.

Speaker speaker\_2: Uh, Versella.

Speaker speaker\_1: Okay, so Terra?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then, um, what are the last four of your Social?

Speaker speaker\_2: Uh, 3630.

Speaker speaker\_1: Okay, thank you. And your first and last name?

Speaker speaker\_2: Mark Anthony Walton.

Speaker speaker\_1: Okay, thank you. For security purposes, Mr. Walton, could you please verify your address and your date of birth for me?

Speaker speaker\_2: 1010 North 48th Street, Phoenix, Arizona 85008. Um, my birthday, 11/16/1980.

Speaker speaker\_1: Is your phone number 671-8077?

Speaker speaker\_2: Uh, no, I changed it, but yeah, that's my old number.

Speaker speaker\_1: Do you want me to update it to the new one? Is it the one that you're calling from?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. 480-996-2125?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And markwalton8019@gmail.com. Is that up to date?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And it looks like you're under Dental for Employee and Child, Vision Employee and Child, VIP Standard, being the medical plan, Employee and Child, and then the preventative plan, the MEC TeleRx with Employee and Child.

Speaker speaker\_2: Yeah. I, I just saw that and they, uh, all together they took like \$65. I've never even used it before. And when I tried to use it, it didn't work. So I would really like to cancel them. I, I, I really don't...

Speaker speaker\_1: So-

Speaker speaker\_2: I have, I have pretty much, I get my own insurance, but I don't, I don't want those insurances. I got the card that you guys sent me in the mail. But, um, when I went to the doctor, the doctor was like, "Well, you gotta do this, you gotta do this, you gotta do this." Pretty much I, I couldn't even use it that day.

Speaker speaker\_1: Hmm. That's interesting.

Speaker speaker\_2: Yeah, so, yeah, I...

Speaker speaker\_1: So, I'm not able to-

Speaker speaker\_2: If you could, uh-

Speaker speaker\_1: I'm not able to cancel it because it's under a court order. Under an agency.

Speaker speaker\_2: It's under a what?

Speaker speaker\_1: A court order for child support.

Speaker speaker\_2: Oh. Oh, okay, so that's what that \$65 is?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Well, I'm, I'm in, yeah, that's totally fine. I was wonder-, I was wondering like, um, if, if they were taking anything.

Speaker speaker\_1: Yeah, so those plans, that's why it's, um, Employee and Child.

Speaker speaker\_2: Okay, I was wondering. I was like, "Employee and Child? I didn't sign up for that." But, no, that's totally fine.

Speaker speaker\_1: Did-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Did you want me to send you the guide that explains what services it covers?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Because you do have the VIP Standard, which that one would cover doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, and even some surgeries. And then your MEC is your preventative plan, meaning that would cover like one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. Um, I believe all you have to really do is go to the, like show them your card. I know with the MEC, um, with that one, you have to be within the network to be covered. And with the VIP you could be in-network or out-of-network. Did you remember what card you showed them?

Speaker speaker\_2: I think it was the... It, it still said Terra Family and it wasn't on Versella.

Speaker speaker\_1: Oh. Okay. Um, yeah, 'cause you have both the preventative and then the hospital indemnity plan.

Speaker speaker\_2: Okay. Well, no problem. Sorry about that. Uh, yeah.

Speaker speaker\_1: No, you're fine.

Speaker speaker\_2: If you could send that information to me via email, that'll be perfect.

Speaker speaker\_1: Okay, yeah. I'll go ahead and send that to you. And then I'll write down, uh, the hospital indemnity plan that you have, 'cause they offer different ones and you have the standard. So I'll write down the ones that you have.

Speaker speaker\_2: Okay. Yeah, just a hold, um-

Speaker speaker\_1: Did you want to hold while I send you that over, just to make sure that you do receive it?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: Okay. I'll be right back. Thank you for your hold, Mark. I went ahead and emailed you that, to your email file. Um, so, and I wrote down what plans you have. So, you have Dental Vision, VIP Standard, and MEC Tele-RN. So, I wrote it on that same email, and then I attached the guide to it, just in case you want to know what services it covers.

Speaker speaker\_3: Okay.

Speaker speaker\_1: If you ever have questions if a particular service is covered or not, and you don't specifically see it there, you're always welcome to contact the carrier. They will notify you if they're, um, if the service is covered or not. ... It should be coming from an email that says info@benefitsinacar.com.

Speaker speaker\_3: Yeah. Info Benefits, hello, Mark from VIP Standard just got done looking at the PDF with it.

Speaker speaker\_1: Yep. So, that's the PDF that shows you, um, what those plans offer, and then I wrote down in that email what plans y- you have.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Okay?

Speaker speaker\_3: No problem. Yes. I do see that now. Thank you so much.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_3: You too.