

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Chris Overby. Um, so I guess Surge is taking money out, and they said that I have insurance through you guys. But I haven't got a card or anything like that, so I need to know what the benefits or what I need if I go to the doctor for prescriptions or... Okay. Yeah, I can help you. You said you're with Surge? Yes. And then what are the last four of your Social? 3018. I'm sorry. Can you say that again? 3018. And your first and last name? Christina Overby. Okay. So, it looks like you were auto-enrolled into their preventative plan. Um, could you verify your full address as well as your date of birth before I give you- It's him. Mm-hmm. 1504 Carroll Street, Zanesville, Ohio 43701. And what else you need? Oh, can you give me your full address, please? My address? Mm-hmm. I just did. Um, it has to be your full address. Is it a house, an apartment? It's a house. Okay. 1504 Carroll Street, Zanesville, Ohio- No, I have a different one. Oh, 'cause I just recently moved. Um- What was the previous address? Uh, it was Orange Street 6... I can't remember the number, apartment 8. If you don't, if you don't remember, you could always verify your full Social. Either I need the correct full Social or the correct full address. 280743018. I have 544 Orange Street, Apartment A? Mm-hmm. Okay. Would you like me to change that? Yeah. It's 1504 Carroll Street. Is it the same city and state? No. It's Zanesville, Ohio 43701. And then your birthday? 12/19/71. Thank you. Uh, 234-354-2976 is your phone number. Yeah. And then overbaychris4@gmail.com, is that up to date? Yeah. Okay. Okay. So yeah, it looks like you're enrolled into their preventative plan. That plan will cover one physical visit a year, some vaccinations, some STD and cancer screenings, um, as well as some counseling. But it's not gonna cover your doctor visits if you get sick, your hospital visits if you get injured, urgent care, emergency room, or surgeries. So it's only for preventative services. Um, if you wish, I can go ahead and send you that card via email. Does it cover prescriptions? Yes. And there will be a pharmacy information on that card. How much of the prescription does it cover? Um, it depends on the prescription. So I wouldn't be able to tell you. Well, who could tell me 'cause that- that's gonna depend on whether I want it or not. So for that, you could call Lexar. That's who they're through when it comes to their pharmacy. I could provide that phone number to you, and I can send you your card as well. Yeah. Can you do that? And really, that depends... Yes, ma'am. Huh? And they really what? It really just depends on the prescription that you get. Um, but you're welcome to call them, and then they'll give you more information about that. But if you want, I can attach the phone number to the email that I'm gonna send you. All right. I appreciate it. Okay. Give me one second. I'm putting you through to dial it. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. This is Chris Overby. Um, so I guess Surge is taking money out, and they said that I have insurance through you guys. But I haven't got a card or anything like that, so I need to know what the benefits or what I need if I go to the doctor for prescriptions or...

Speaker speaker_0: Okay. Yeah, I can help you. You said you're with Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 3018.

Speaker speaker_0: I'm sorry. Can you say that again?

Speaker speaker_1: 3018.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Christina Overby.

Speaker speaker_0: Okay. So, it looks like you were auto-enrolled into their preventative plan. Um, could you verify your full address as well as your date of birth before I give you-

Speaker speaker_1: It's him.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 1504 Carroll Street, Zanesville, Ohio 43701. And what else you need?

Speaker speaker_0: Oh, can you give me your full address, please?

Speaker speaker_1: My address?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I just did.

Speaker speaker_0: Um, it has to be your full address. Is it a house, an apartment?

Speaker speaker_1: It's a house.

Speaker speaker_0: Okay.

Speaker speaker_1: 1504 Carroll Street, Zanesville, Ohio-

Speaker speaker_0: No, I have a different one.

Speaker speaker_1: Oh, 'cause I just recently moved. Um-

Speaker speaker_0: What was the previous address?

Speaker speaker_1: Uh, it was Orange Street 6... I can't remember the number, apartment 8.

Speaker speaker_0: If you don't, if you don't remember, you could always verify your full Social. Either I need the correct full Social or the correct full address.

Speaker speaker_1: 280743018.

Speaker speaker_0: I have 544 Orange Street, Apartment A?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Would you like me to change that?

Speaker speaker_1: Yeah. It's 1504 Carroll Street.

Speaker speaker_0: Is it the same city and state?

Speaker speaker_1: No. It's Zanesville, Ohio 43701.

Speaker speaker_0: And then your birthday?

Speaker speaker_1: 12/19/71.

Speaker speaker_0: Thank you. Uh, 234-354-2976 is your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then overbaychris4@gmail.com, is that up to date?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Okay. So yeah, it looks like you're enrolled into their preventative plan. That plan will cover one physical visit a year, some vaccinations, some STD and cancer screenings, um, as well as some counseling. But it's not gonna cover your doctor visits if you get sick, your hospital visits if you get injured, urgent care, emergency room, or surgeries. So it's only for preventative services. Um, if you wish, I can go ahead and send you that card via email.

Speaker speaker_1: Does it cover prescriptions?

Speaker speaker_0: Yes. And there will be a pharmacy information on that card.

Speaker speaker_1: How much of the prescription does it cover?

Speaker speaker_0: Um, it depends on the prescription. So I wouldn't be able to tell you.

Speaker speaker_1: Well, who could tell me 'cause that- that's gonna depend on whether I want it or not.

Speaker speaker_0: So for that, you could call Lexar. That's who they're through when it comes to their pharmacy. I could provide that phone number to you, and I can send you your card as well.

Speaker speaker_1: Yeah. Can you do that?

Speaker speaker_0: And really, that depends... Yes, ma'am.

Speaker speaker_1: Huh? And they really what?

Speaker speaker_0: It really just depends on the prescription that you get. Um, but you're welcome to call them, and then they'll give you more information about that. But if you want, I can attach the phone number to the email that I'm gonna send you.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_0: Okay. Give me one second. I'm putting you through to dial it.

Speaker speaker_1: All right.