

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? What, what are you? Are you dental insurance? I'm a little confused. I'm sorry, we're the healthcare administrators for staffing agencies. So if you want to enroll into healthcare benefits, this is the number that you call. Um, like I said, we do administrate different agencies around the nation. Okay. So if you want information- I need help. Okay, I basically, I ha- I've been paying for dental insurance for my, um, from my company, and they're saying that they don't, they don't have- I'm not cove- like, they, nobody could find me. So I don't know where my dental insurance is, is covered from or if at all. Okay, so I have to, I have to open your file to see. Okay. Um, what staffing agency is it? Um, Creative Circle. Okay. And then what are the last four of your Social? 8162. Okay. And your first and last name, please? Um, Stephanie Nerger. For security purposes, can you verify your address and date of birth for me? Um, it's 27 Oak Creek Road, El Sobrante, California. Um, 94803, October 2nd, 1975. 415-317-8374 is your phone number, and then I have your first name period last name at gmail.com. Is that up to date? Yeah. So yeah, you definitely do have, um, dental term life and vision for employee plus child. You've been active since February the 10th and you aren't- I don't- ... active at the moment. Did you ever get your card? I never got my card. I went to the dentist yesterday. I thought I had MetLife, but I guess I don't. Can you send me, like- No, that's for vision. So- Okay, what do I want for dentist, dental? For dental, it's APL. It's American Public Life. For vision, it's MetLife. So you were giving them your visions, not your, uh, dental. Okay. And so do you have my information for it or- Yes. Yes, ma'am. Okay. So I can go ahead, I don't know why you haven't received your cards. It is 27 Oak Creek Road, right? And then... 27, yeah. Could you email me my information? Yeah. Or can you give it to me on the phone? I have to give it to the dentist. They're kind of upset. Yeah, no problem. I'm like, "No, I have insurance. I've been paying for it." Yes, ma'am. Okay, so yeah, um, can I put you in a brief hold while I get your cards ready? And then I'll go ahead and request a physical one as well to be sent out to you. I don't need a physical one. I'm gonna lose my job. I just need, like, in a couple weeks till I'm going to the dentist. I just need the information in an email. So- Oh, okay. Gotcha. Okay. So I'll go ahead and send you that. Um, can I put you in a brief hold while I get that ready? Yeah. Can I stay on the line till I get it just to make sure I have it? Yeah. Yes, yes, yes. I'll get you to verify. Um, but I'm gonna just put you in a brief hold while I get your cards ready. Okay, thank you. Mm-hmm. Hey, thank you for your help, Stephanie. I went ahead and emailed that to you. Um, do you mind checking your email to make sure that you did receive it? Um, oh, yes. I- let's see. Oh, I have it. Um. Oh, no. Let me see. It says MetLife on it. Vision. Um, it's- Mm-hmm. It's gonna come from an email that says info@benefitsinacard.com, and then it's gonna have the PDFs with your two cards attached to it, as well as the provider's phone number. Oh. Okay. Okay? So, the cards that are attached are the- the Vision ones?

The Vision- I'm sorry? You- you attached- you attached the Vision card. It says Vision. Yes, and the dental. So, you should see- So, the dental one is- is wa- is the small one? Employee, I don't see a dental card. I only see Vision. 'Cause I'm looking at your card right now. I'm looking at the email, right- Let's see, ID card. ... and, and then the Vision. Oh, the American Li- I see Life Insurance and I see Vision, but can you- can you send me the- the dental just separately, just the dental one? 'Cause I don't see Dental. Um, yeah. I didn't get it. Uh-oh. 'Cause I'm looking at... I can send it again, but I am looking at the dental card. Well, s- don't- don't send me the other ones. The- Just send me the dental alone, because right now I only see two attachments: Vision and Life Insurance. I don't see the dental. Okay. 'Cause I didn't put Life whatsoever. There's not a card for that. But I'll send you, um- It said- it says American Public Life Insurance Company. Yes. That's your dental card. Oh, okay. Yes, 'cause dental's under- 'Cause it says dental. ... under APTL. Okay. Okay. Okay, thank you. Thank you so much. You're welcome. Appreciate it. Okay, have a good day. Thank you. You too. Okay.

## 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: What, what are you? Are you dental insurance? I'm a little confused.

Speaker speaker\_0: I'm sorry, we're the healthcare administrators for staffing agencies. So if you want to enroll into healthcare benefits, this is the number that you call. Um, like I said, we do administrate different agencies around the nation.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So if you want information-

Speaker speaker\_1: I need help. Okay, I basically, I ha- I've been paying for dental insurance for my, um, from my company, and they're saying that they don't, they don't have- I'm not cove- like, they, nobody could find me. So I don't know where my dental insurance is, is covered from or if at all.

Speaker speaker\_0: Okay, so I have to, I have to open your file to see.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, what staffing agency is it?

Speaker speaker\_1: Um, Creative Circle.

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

Speaker speaker\_1: 8162.

Speaker speaker\_0: Okay. And your first and last name, please?

Speaker speaker\_1: Um, Stephanie Nерger.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Um, it's 27 Oak Creek Road, El Sobrante, California. Um, 94803, October 2nd, 1975.

Speaker speaker\_0: 415-317-8374 is your phone number, and then I have your first name period last name at gmail.com. Is that up to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So yeah, you definitely do have, um, dental term life and vision for employee plus child. You've been active since February the 10th and you aren't-

Speaker speaker\_1: I don't-

Speaker speaker\_0: ... active at the moment. Did you ever get your card?

Speaker speaker\_1: I never got my card. I went to the dentist yesterday. I thought I had MetLife, but I guess I don't. Can you send me, like-

Speaker speaker\_0: No, that's for vision. So-

Speaker speaker\_1: Okay, what do I want for dentist, dental?

Speaker speaker\_0: For dental, it's APL. It's American Public Life. For vision, it's MetLife. So you were giving them your visions, not your, uh, dental.

Speaker speaker\_1: Okay. And so do you have my information for it or-

Speaker speaker\_0: Yes. Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I can go ahead, I don't know why you haven't received your cards. It is 27 Oak Creek Road, right? And then...

Speaker speaker\_1: 27, yeah. Could you email me my information?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Or can you give it to me on the phone? I have to give it to the dentist. They're kind of upset.

Speaker speaker\_0: Yeah, no problem.

Speaker speaker\_1: I'm like, "No, I have insurance. I've been paying for it."

Speaker speaker\_0: Yes, ma'am. Okay, so yeah, um, can I put you in a brief hold while I get your cards ready? And then I'll go ahead and request a physical one as well to be sent out to you.

Speaker speaker\_1: I don't need a physical one. I'm gonna lose my job. I just need, like, in a couple weeks till I'm going to the dentist. I just need the information in an email. So-

Speaker speaker\_0: Oh, okay. Gotcha. Okay. So I'll go ahead and send you that. Um, can I put you in a brief hold while I get that ready?

Speaker speaker\_1: Yeah. Can I stay on the line till I get it just to make sure I have it?

Speaker speaker\_0: Yeah. Yes, yes, yes. I'll get you to verify. Um, but I'm gonna just put you in a brief hold while I get your cards ready.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Mm-hmm. Hey, thank you for your help, Stephanie. I went ahead and emailed that to you. Um, do you mind checking your email to make sure that you did receive it?

Speaker speaker\_1: Um, oh, yes. I- let's see. Oh, I have it. Um. Oh, no. Let me see. It says MetLife on it. Vision.

Speaker speaker\_0: Um, it's-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: It's gonna come from an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com), and then it's gonna have the PDFs with your two cards attached to it, as well as the provider's phone number.

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: So, the cards that are attached are the- the Vision ones?

Speaker speaker\_0: The Vision-

Speaker speaker\_1: I'm sorry? You- you attached- you attached the Vision card. It says Vision.

Speaker speaker\_0: Yes, and the dental. So, you should see-

Speaker speaker\_1: So, the dental one is- is wa- is the small one? Employee, I don't see a dental card. I only see Vision.

Speaker speaker\_0: 'Cause I'm looking at your card right now. I'm looking at the email, right-

Speaker speaker\_1: Let's see, ID card.

Speaker speaker\_0: ... and, and then the Vision.

Speaker speaker\_1: Oh, the American Li- I see Life Insurance and I see Vision, but can you- can you send me the- the dental just separately, just the dental one? 'Cause I don't see Dental.

Speaker speaker\_0: Um, yeah.

Speaker speaker\_1: I didn't get it.

Speaker speaker\_0: Uh-oh. 'Cause I'm looking at... I can send it again, but I am looking at the dental card.

Speaker speaker\_1: Well, s- don't- don't send me the other ones.

Speaker speaker\_0: The-

Speaker speaker\_1: Just send me the dental alone, because right now I only see two attachments: Vision and Life Insurance. I don't see the dental.

Speaker speaker\_0: Okay. 'Cause I didn't put Life whatsoever. There's not a card for that. But I'll send you, um-

Speaker speaker\_1: It said- it says American Public Life Insurance Company.

Speaker speaker\_0: Yes. That's your dental card.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yes, 'cause dental's under-

Speaker speaker\_1: 'Cause it says dental.

Speaker speaker\_0: ... under APTL.

Speaker speaker\_1: Okay. Okay. Okay, thank you. Thank you so much.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Appreciate it. Okay, have a good day.

Speaker speaker\_0: Thank you. You too.

Speaker speaker\_1: Okay.