

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you? Yes, ma'am. I'm calling to try to get a list of the doctors that are in the network for my insurance. Okay. Yeah. Um, what staffing agency do you work for? Um, Priority Personnel. Okay. And then, what are the last four of your Social? 1-8-0-7. Okay. Give me one second. And what was your first and last name? Diana West. Okay. For security purposes, can you please verify your address and date of birth? 127 Gresham. It's in Kyle, Texas. And what'd you say, date of birth? Mm-hmm. 11-7-65. Okay. Then I have 919-356-1638 as your phone number. Yeah. And then, lynnwest47@gmail.com. Is that up to date? Yes. Okay. So I do see that you did enroll. Um, however, you're still not active. Once you see the first deduction of, let's see, the \$37.09 come out of your paycheck, that following Monday, your plan becomes effective. Um, but they still haven't done the first deduction yet. So, your coverage isn't active yet. Do you see when it is gonna become active? I mean, 'cause I know it's been a couple of weeks. I don't know how long it takes, but... Yeah. We don't have access to their payrolls. We're just the healthcare administrators. Um, so it really just depends on them. Um, it really just depends on Hamilton Record Group. Okay. Just- So, when they're- Mm-hmm. I'm just asking questions, um, because I don't know. Um, if I needed to go to the doctor before I became... You wouldn't have it. You wouldn't be covered. I wouldn't have been. Okay. Correct. So, I can't, I can't do anything till the first deduction and then the- the following Monday? Correct. Yes, ma'am. I guess, well, so I guess I'll just have to keep checking every payday to, to see if it's there. Correct. Mm-hmm. Yeah. And then you should be seeing the deduction, let's see, um, of \$37.09. Once you see that first deduction, so let's say they deducted this week, which is, let's say, on Friday. Then that would be that the following Monday, which is the 14th, is when your coverage would become active. And if they do it, like let's say the 18th, which is... And that's Friday. That means on the 21st. So, the following Monday. Mm-hmm. Okay. Well, that's... Okay. But i- in between time, I, I still don't have a card either. So, if I went ahead and tried to make an appointment because I don't know how far out, you know, it's gonna take me to get the appointment. I don't know if it's weeks or months or whatever. 'cause you're still gonna send me the list, right? So I can start going different places? Yeah. I can, I can still, I can send it to you already, um, but just keep in mind that you would have to wait until your coverage becomes active to actually be covered. Um, so I'll go ahead and send you that, um, and then- Okay. But- ... I was gonna tell you... Mm-hmm. Can you tell me how long it'll be before I get the card? So, that's what I was about to tell you. Okay. Um, so the following Monday that you become active, that first week, that Monday and Tuesday- Mm-hmm. ... they start making the cards. And typically, that first week of your activation week is when your cards get mailed out to you. So, you should probably be getting them that Thursday or Friday of your week of coverage. Okay. And then if you have a doctor's appointment or, like, vision,

anything like that, and you're still waiting on your card- Mm-hmm. ... you can just contact this number, and we'll just email it to you. And you'll have it electronically as well. Okay. As far as the group number and the information- Yeah, the card. ... the doctor will need. Yeah. Okay, okay. So, yeah. We'll te-... Well, and in other words- And an actual picture of the card? Correct. Yes. Yeah. Okay. And then- Um, I just wanna make sure. ... I went ahead and emailed that, um, to you. What I emailed you has the list providers for your VIP Standard, dental and vision, and as well as your preventative. Um, with your VIP Standard plan, which is the one that covers doctor visits and sick, urgent care emergency rooms, that one doesn't require a... in-network. So, you can actually use providers out of the network. As long as they take that insurance, then you can use it. As long as they accept it, you can use it. Uh, the MEC is the one that you do have to stay within the network. Um, but I went ahead and e-emailed that to you. Do you mind verifying that you did receive it? Okay. Oh, okay. And w-well, let me... I'm gonna check. But can... I just got one more thing. Can you limit it down to just Kyle? 'Cause I know there's probably gonna be 100 in Austin. But I don't wanna travel that far out. I don't know h- you know, how broad of a range you sent me, but... So, I don't have access to that. Um, whenever you become active, the members, which would be you, actually have to contact those numbers. And from there, they take it from there. We don't, we don't have access- Yeah. ... to the providers. There you go. Okay. 'Cause we are the administrators for different agencies around the nation. Um, so you would just have to contact those numbers. Okay. I'm gonna check to see if I got it. And then you would have to tell them that and then they'll give you the list. Okay. Dental providers, vision providers. I missed... I don't see nothing about a medical- Yeah, medical services- ... or a list of medical providers? Do I have to call the number again? Correct. Yes, ma'am. You would have to call those numbers. Well, okay. Hopefully they're open after hours, like, like this was. This was what, y'all open till 8:00? But hopefully this place... Do you know if they are or not? No, ma'am. I'm not sure. Yeah. Okay. Well, this is further than I was earlier, so okay. Okay. Okay. So I would just... Uh-huh. Now you just gotta wait- Uh-huh. ... um, play the waiting game and once you see that first deduction, following Monday- Yeah. ... you become active. In that first week, you should be getting your cards mailed out to you. Um, I was gonna let you know that for your VIP standard card, which is your card that covers like doctor visits, the sick, urgent care and stuff like that, that card you normally don't receive. That's something that you do have to request once you become active. So once you see that first deduction, that following Monday, you're welcome to call us and we can request it to the carrier. But you would have to be active already. So you're gonna be receiving three cards first by the looks of it, which is dental, vision and then your ME/C tele-RS, which is your preventative plan. I don't even know what that is. I mean I, I, I got medical, dental and, and, and vision. I don't know what that is you're talking about. So- Preventative. What is that? Preventative? So you have the ME/C tele-RS. That plan covers like a physical, some vaccines, some STD cancer screening, like your an- yearly checkups. That's what that plan covers, but it doesn't cover any doctor visits, the sick, hospital visits, if injured, urgent care. That's what your VIP standard plan would cover. So I just need to basically get in, in a doctor and get some blood work done and get, uh, blood pressure medicine, cholesterol medicine and stuff like that? So it's, it's pretty urgent that I, I have some but I'm running low. Okay, yeah. So you have- And... Huh? Okay. Yeah, so you do have your medical plan, so you just have to wait to become active. Okay. Yeah. Okay. Well, I'll go as far as I can go and then see and just wait for the deduction. Yeah. Okay. Did you have any other

questions? All right. I don't think so. All right. Well, I hope you have a great day. Thank you for your time. Okay, thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, ma'am. I'm calling to try to get a list of the doctors that are in the network for my insurance.

Speaker speaker\_0: Okay. Yeah. Um, what staffing agency do you work for?

Speaker speaker\_1: Um, Priority Personnel.

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

Speaker speaker\_1: 1-8-0-7.

Speaker speaker\_0: Okay. Give me one second. And what was your first and last name?

Speaker speaker\_1: Diana West.

Speaker speaker\_0: Okay. For security purposes, can you please verify your address and date of birth?

Speaker speaker\_1: 127 Gresham. It's in Kyle, Texas. And what'd you say, date of birth?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 11-7-65.

Speaker speaker\_0: Okay. Then I have 919-356-1638 as your phone number.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then, lynnwest47@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I do see that you did enroll. Um, however, you're still not active. Once you see the first deduction of, let's see, the \$37.09 come out of your paycheck, that following Monday, your plan becomes effective. Um, but they still haven't done the first deduction yet. So, your coverage isn't active yet.

Speaker speaker\_1: Do you see when it is gonna become active? I mean, 'cause I know it's been a couple of weeks. I don't know how long it takes, but... Yeah.

Speaker speaker\_0: We don't have access to their payrolls. We're just the healthcare administrators. Um, so it really just depends on them. Um, it really just depends on Hamilton Record Group.

Speaker speaker\_1: Okay. Just-

Speaker speaker\_0: So, when they're- Mm-hmm.

Speaker speaker\_1: I'm just asking questions, um, because I don't know. Um, if I needed to go to the doctor before I became...

Speaker speaker\_0: You wouldn't have it. You wouldn't be covered.

Speaker speaker\_1: I wouldn't have been. Okay.

Speaker speaker\_0: Correct.

Speaker speaker\_1: So, I can't, I can't do anything till the first deduction and then the- the following Monday?

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

Speaker speaker\_1: I guess, well, so I guess I'll just have to keep checking every payday to, to see if it's there.

Speaker speaker\_0: Correct. Mm-hmm.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then you should be seeing the deduction, let's see, um, of \$37.09. Once you see that first deduction, so let's say they deducted this week, which is, let's say, on Friday. Then that would be that the following Monday, which is the 14th, is when your coverage would become active. And if they do it, like let's say the 18th, which is... And that's Friday. That means on the 21st. So, the following Monday.

Speaker speaker\_1: Mm-hmm. Okay. Well, that's... Okay. But i- in between time, I, I still don't have a card either. So, if I went ahead and tried to make an appointment because I don't know how far out, you know, it's gonna take me to get the appointment. I don't know if it's weeks or months or whatever. 'cause you're still gonna send me the list, right? So I can start going different places?

Speaker speaker\_0: Yeah. I can, I can still, I can send it to you already, um, but just keep in mind that you would have to wait until your coverage becomes active to actually be covered. Um, so I'll go ahead and send you that, um, and then-

Speaker speaker\_1: Okay. But-

Speaker speaker\_0: ... I was gonna tell you... Mm-hmm.

Speaker speaker\_1: Can you tell me how long it'll be before I get the card?

Speaker speaker\_0: So, that's what I was about to tell you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so the following Monday that you become active, that first week, that Monday and Tuesday-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... they start making the cards. And typically, that first week of your activation week is when your cards get mailed out to you. So, you should probably be getting them that Thursday or Friday of your week of coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then if you have a doctor's appointment or, like, vision, anything like that, and you're still waiting on your card-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you can just contact this number, and we'll just email it to you. And you'll have it electronically as well.

Speaker speaker\_1: Okay. As far as the group number and the information-

Speaker speaker\_0: Yeah, the card.

Speaker speaker\_1: ... the doctor will need. Yeah. Okay, okay.

Speaker speaker\_0: So, yeah. We'll te-... Well, and in other words-

Speaker speaker\_1: And an actual picture of the card?

Speaker speaker\_0: Correct. Yes.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: And then-

Speaker speaker\_1: Um, I just wanna make sure.

Speaker speaker\_0: ... I went ahead and emailed that, um, to you. What I emailed you has the list providers for your VIP Standard, dental and vision, and as well as your preventative. Um, with your VIP Standard plan, which is the one that covers doctor visits and sick, urgent care emergency rooms, that one doesn't require a... in-network. So, you can actually use providers out of the network. As long as they take that insurance, then you can use it. As long as they accept it, you can use it. Uh, the MEC is the one that you do have to stay within the network. Um, but I went ahead and e- emailed that to you. Do you mind verifying that you did receive it? Okay.

Speaker speaker\_1: Oh, okay. And w- well, let me... I'm gonna check. But can... I just got one more thing. Can you limit it down to just Kyle? 'Cause I know there's probably gonna be 100 in Austin. But I don't wanna travel that far out. I don't know h- you know, how broad of a range you sent me, but...

Speaker speaker\_0: So, I don't have access to that. Um, whenever you become active, the members, which would be you, actually have to contact those numbers. And from there, they take it from there. We don't, we don't have access-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... to the providers.

Speaker speaker\_1: There you go. Okay.

Speaker speaker\_0: 'Cause we are the administrators for different agencies around the nation. Um, so you would just have to contact those numbers.

Speaker speaker\_1: Okay. I'm gonna check to see if I got it.

Speaker speaker\_0: And then you would have to tell them that and then they'll give you the list.

Speaker speaker\_1: Okay. Dental providers, vision providers. I missed... I don't see nothing about a medical-

Speaker speaker\_0: Yeah, medical services-

Speaker speaker\_1: ... or a list of medical providers? Do I have to call the number again?

Speaker speaker\_0: Correct. Yes, ma'am. You would have to call those numbers.

Speaker speaker\_1: Well, okay. Hopefully they're open after hours, like, like this was. This was what, y'all open till 8:00? But hopefully this place... Do you know if they are or not?

Speaker speaker\_0: No, ma'am. I'm not sure.

Speaker speaker\_1: Yeah. Okay. Well, this is further than I was earlier, so okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I would just...

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Now you just gotta wait-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... um, play the waiting game and once you see that first deduction, following Monday-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... you become active. In that first week, you should be getting your cards mailed out to you. Um, I was gonna let you know that for your VIP standard card, which is your card that covers like doctor visits, the sick, urgent care and stuff like that, that card you normally don't receive. That's something that you do have to request once you become active. So once you see that first deduction, that following Monday, you're welcome to call us and we can request it to the carrier. But you would have to be active already. So you're gonna be receiving three cards first by the looks of it, which is dental, vision and then your ME/C tele-RS, which is your preventative plan.

Speaker speaker\_1: I don't even know what that is. I mean I, I, I got medical, dental and, and, and vision. I don't know what that is you're talking about.

Speaker speaker\_0: So-

Speaker speaker\_1: Preventative. What is that?

Speaker speaker\_0: Preventative? So you have the ME/C tele-RS. That plan covers like a physical, some vaccines, some STD cancer screening, like your an- yearly checkups. That's what that plan covers, but it doesn't cover any doctor visits, the sick, hospital visits, if injured, urgent care. That's what your VIP standard plan would cover.

Speaker speaker\_1: So I just need to basically get in, in a doctor and get some blood work done and get, uh, blood pressure medicine, cholesterol medicine and stuff like that? So it's, it's pretty urgent that I, I have some but I'm running low.

Speaker speaker\_0: Okay, yeah. So you have-

Speaker speaker\_1: And... Huh? Okay.

Speaker speaker\_0: Yeah, so you do have your medical plan, so you just have to wait to become active.

Speaker speaker\_1: Okay. Yeah. Okay. Well, I'll go as far as I can go and then see and just wait for the deduction. Yeah.

Speaker speaker\_0: Okay. Did you have any other questions?

Speaker speaker\_1: All right. I don't think so.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: Okay, thank you.