

## 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? Hey, good morning, good da- gu- good afternoon, Stephanie. Uh, my name is Kip Bailey and I'm trying to figure out, I haven't received my dental card yet. I have, I got my vision from MetLife, but I haven't seen my dental. Okay. Um, what staff and agency do you work for? Wagner. Okay. And then the last four of your Social? 3236. And for security purposes, can you verify your address and date of birth? 443 East Northwood Drive, Griffin, Georgia 30223. And date of birth, 5/15/1974. Okay. And I have 678-603-3218 as your phone number. 3218? 678-603-3218? Yes. Yes, ma'am. Is that correct? Okay. Yes, ma'am. And you said you still haven't received your dental card? No, ma'am. Okay. I can go ahead and put a request for it. Hmm, the address is correct, so I'm not sure why you didn't get it, but I'll go ahead and request it, and then I'll go ahead and email you your dental card as well. Um, can I put you in a brief hold while I do that? Yes, ma'am. And could you e- uh, email me, you have an email address, right? Godfather1.kb@gmail.com, right? Yes. Mm-hmm. I'll get it. Could you email me, uh, your dentist knows and, my go-to? Uh, so that email that I'm gonna send you has the provider number that you can contact for your plan to find a list of providers. Okay. All right. Thank you, yes. So you would just have to contact that number. Um, can I put you in a brief hold while I send you that information though? Okay, sure. Just so that I get verification from you that you did get the email? Yes, ma'am. Okay, I'll be right back. I'm gonna put you in a brief hold, if that's okay. Yes, ma'am. Okay. Okay. Do you mind verifying that you received that email? It should come from an email that says info@benefitsinacard.com. Hello? Hello? Hello? Yes, um, do you mind verifying that you received that email that I sent you with your card? Um, let me see. I... Okay, I got it on e- my email address though, you know what I'm saying? So I need to go look at spam. Yes, go to the spam and then the junk as well if you don't see it in the spam. Sometimes it goes there. It should come from an email that says info@benefitsinacar.com. Okay. It may be spam. Let's see. It isn't it, um, knows it's been trashed. Uh, no, ma'am, ain't got it yet. In all mail, ZipRecruiter- Recruiter. Is it godfather1.kb@gmail.com? Yes, ma'am. It's not capital K, lowercase. Lowercase. Yeah. It's lowercase. The K and the B. Yes. That... Yeah. That- All- all of them are lowercase. Ain't came in yet. You- How about your junk file, your junk email? It say... Oh, that's, um... I know it ain't in my trash. I got it on spam. Is it from, um, info? I got... I got trash. Knows it's been trashed, you know what I'm saying? So got a spam, all mail, sent, import. No. I'm refreshing it right now. ZipRecruiter, nope. Mm, ain't came in yet. That's strange. I got something say offer, but no, you said info. Correct. Info@benefitsinacar.com. Mm-mm. That ain't came in yet. No, ma'am. So I can resend it, but it does say that it, it was sent to the email. So I have, let's see, godfather1@- One. ... kb. Mm-hmm. Yeah. Number one at gmail. Well, they gave it to me. They almost took me out. Yeah. Because I done been... I done had... I've had email about, uh,

over 15 something years. Okay. I can- And they don't know- ... send it again. Yeah, 'cause that's the email that, um, was sent to you. But let me resend it. Let's see if you get it when I just send it again. Let me see. And then I went ahead and requested that part as well. Um, yeah. Okay. Let me do that one more time. What y'all doing up? Oh, shit. I'm just going to go get him. Holla at your mama right here right quick, man. Give me one second. You got something open- I need to resend that. I just came to put you up in here 'cause I got a part-time job at Wingstop. Who? Me. He got one too. Who? Court. Where where you start? He got one at Home Depot. Get it on your own. Nah. Own. I'm the only one that got no money down. I'm tired with that. Yo, I... Jail still call me. They'll tell you about the jail. Who? They want you to do. Okay. I sent it one more time. I think you were right and it did not send completely. So let me... If you could please check one more time. All right. Okay. AKA, this people, they going... Not in the spam. Not in the spam. What about the junk? Not in my trash. Not in personal. I got all mail, all mail. And I keep refreshing, it ain't... That's strange. I know it should have been came... come in 'cause I... It wasn't even... MetLife sent it to me while I was on the phone talking to them. Okay. Um, I can also give you your policy number and then the phone number. Oh, okay. I'm writing it down. I guess I'm right on. It might come in, in a few minutes, but, um... It's gonna say, um, your na- It's gonna, the policy number, 026060724. 0260- Again, 02607024. Okay. And then it says, "For benefits, eligibility claims, inquiries, call, call." And then it gives me 800- 800- ... 256- ... 8606? ... 8606. Yeah. So 800-256-8606. That's for claim inquiries. And then to find a participating provider- This is long. ... it's 800- This is long. ... 290-0523. So for claims, it's 800-256-8606, and for providers, it's 800-290-0523. And then your policy number is 02607024. Two four. Okay, thank you, ma'am, 'cause, uh, I, I gotta get a new T-pull up. And I'd like... I've been wondering where... I hadn't got a call. Like I said, I got, what's her name, first, my MetLife in. Yeah, that's Vision. Get my vision. Gettin' my vision, you know what I'm saying? So, um, who, okay, who... Hold on. Who, that's through MetLife too? My dental? No, your dental's through APL which is American Public Life. So for dental you have, um, a different carrier than for vision. For vision, it's MetLife, and then for dental, it's APL or American Public Life. Is that... They good? 'Cause I'm saying, what else could I get done right now? You know what I'm saying? But- So... So I can only see basic information, like I know that for a preventative visit, you're covered at 100%. Something basic like a cleansing, you're covered at 80. Basic restorative you're covered at 80. X-rays you're also covered at 80. And your annual maximum is \$500. With the dental plan, you would have to pay a one-time deductible of \$50. Okay, okay. But that deductible, that provides once. I'm gonna call them through. Thank you. I got my policy number, so I'm gonna call them and see if I can find me a dentist right quick. And I'll have my eyes checked too, so I got that done, so I can take care of all this, this week. But thank you, ma'am. Have a blessed day. Thank you. You do too. All right. 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: Hey, good morning, good da- gu- good afternoon, Stephanie. Uh, my name is Kip Bailey and I'm trying to figure out, I haven't received my dental card yet. I have, I got my vision from MetLife, but I haven't seen my dental.

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

Speaker speaker\_1: Wagner.

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

Speaker speaker\_1: 3236.

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

Speaker speaker\_1: 443 East Northwood Drive, Griffin, Georgia 30223. And date of birth, 5/15/1974.

Speaker speaker\_0: Okay. And I have 678-603-3218 as your phone number.

Speaker speaker\_1: 3218? 678-603-3218?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Is that correct? Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And you said you still haven't received your dental card?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay. I can go ahead and put a request for it. Hmm, the address is correct, so I'm not sure why you didn't get it, but I'll go ahead and request it, and then I'll go ahead and email you your dental card as well. Um, can I put you in a brief hold while I do that?

Speaker speaker\_1: Yes, ma'am. And could you e- uh, email me, you have an email address, right? Godfather1.kb@gmail.com, right?

Speaker speaker\_0: Yes. Mm-hmm.

Speaker speaker\_1: I'll get it. Could you email me, uh, your dentist knows and, my go-to?

Speaker speaker\_0: Uh, so that email that I'm gonna send you has the provider number that you can contact for your plan to find a list of providers.

Speaker speaker\_1: Okay. All right. Thank you, yes.

Speaker speaker\_0: So you would just have to contact that number. Um, can I put you in a brief hold while I send you that information though?

Speaker speaker\_1: Okay, sure.

Speaker speaker\_0: Just so that I get verification from you that you did get the email?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, I'll be right back. I'm gonna put you in a brief hold, if that's okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Okay. Do you mind verifying that you received that email? It should come from an email that says info@benefitsinacard.com.Hello?

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_0: Yes, um, do you mind verifying that you received that email that I sent you with your card?

Speaker speaker\_2: Um, let me see. I... Okay, I got it on e- my email address though, you know what I'm saying? So I need to go look at spam.

Speaker speaker\_0: Yes, go to the spam and then the junk as well if you don't see it in the spam. Sometimes it goes there. It should come from an email that says info@benefitsinacar.com.

Speaker speaker\_2: Okay. It may be spam. Let's see. It isn't it, um, knows it's been trashed. Uh, no, ma'am, ain't got it yet. In all mail, ZipRecruiter- Recruiter.

Speaker speaker\_0: Is it godfather1.kb@gmail.com?

Speaker speaker\_2: Yes, ma'am. It's not capital K, lowercase. Lowercase.

Speaker speaker\_0: Yeah. It's lowercase. The K and the B.

Speaker speaker\_2: Yes. That... Yeah. That-

Speaker speaker\_0: All- all of them are lowercase.

Speaker speaker\_2: Ain't came in yet. You-

Speaker speaker\_0: How about your junk file, your junk email?

Speaker speaker\_2: It say... Oh, that's, um... I know it ain't in my trash. I got it on spam.

Speaker speaker\_0: Is it from, um, info?

Speaker speaker\_2: I got... I got trash. Knows it's been trashed, you know what I'm saying? So got a spam, all mail, sent, import. No. I'm refreshing it right now. ZipRecruiter, nope. Mm, ain't came in yet. That's strange. I got something say offer, but no, you said info.

Speaker speaker\_0: Correct. Info@benefitsinacar.com.

Speaker speaker\_2: Mm-mm. That ain't came in yet. No, ma'am.

Speaker speaker\_0: So I can resend it, but it does say that it, it was sent to the email. So I have, let's see, godfather1 @-

Speaker speaker\_2: One.

Speaker speaker\_0: ... kb. Mm-hmm.

Speaker speaker\_2: Yeah. Number one at gmail. Well, they gave it to me. They almost took me out.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Because I done been... I done had... I've had email about, uh, over 15 something years.

Speaker speaker\_0: Okay. I can-

Speaker speaker\_2: And they don't know-

Speaker speaker\_0: ... send it again. Yeah, 'cause that's the email that, um, was sent to you. But let me resend it. Let's see if you get it when I just send it again. Let me see. And then I went ahead and requested that part as well. Um, yeah. Okay. Let me do that one more time.

Speaker speaker\_3: What y'all doing up?

Speaker speaker\_2: Oh, shit. I'm just going to go get him. Holla at your mama right here right quick, man.

Speaker speaker\_0: Give me one second.

Speaker speaker\_3: You got something open-

Speaker speaker\_2: I need to resend that. I just came to put you up in here 'cause I got a part-time job at Wingstop.

Speaker speaker\_3: Who?

Speaker speaker\_2: Me. He got one too.

Speaker speaker\_3: Who?

Speaker speaker\_2: Court.

Speaker speaker\_3: Where where you start?

Speaker speaker\_2: He got one at Home Depot.

Speaker speaker\_3: Get it on your own.

Speaker speaker\_2: Nah. Own. I'm the only one that got no money down. I'm tired with that. Yo, I... Jail still call me. They'll tell you about the jail.

Speaker speaker\_3: Who?

Speaker speaker\_2: They want you to do.

Speaker speaker\_0: Okay. I sent it one more time. I think you were right and it did not send completely. So let me... If you could please check one more time.

Speaker speaker\_2: All right. Okay. AKA, this people, they going... Not in the spam. Not in the spam.

Speaker speaker\_0: What about the junk?

Speaker speaker\_2: Not in my trash. Not in personal. I got all mail, all mail. And I keep refreshing, it ain't... That's strange. I know it should have been came... come in 'cause I... It wasn't even... MetLife sent it to me while I was on the phone talking to them.

Speaker speaker\_0: Okay. Um, I can also give you your policy number and then the phone number.

Speaker speaker\_2: Oh, okay. I'm writing it down. I guess I'm right on. It might come in, in a few minutes, but, um...

Speaker speaker\_0: It's gonna say, um, your na- It's gonna, the policy number, 026060724.

Speaker speaker\_2: 0260-

Speaker speaker\_0: Again, 02607024.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then it says, "For benefits, eligibility claims, inquiries, call, call." And then it gives me 800-

Speaker speaker\_2: 800-

Speaker speaker\_0: ... 256-

Speaker speaker\_2: ... 8606?

Speaker speaker\_0: ... 8606. Yeah. So 800-256-8606. That's for claim inquiries. And then to find a participating provider-

Speaker speaker\_2: This is long.

Speaker speaker\_0: ... it's 800-

Speaker speaker\_2: This is long.

Speaker speaker\_0: ... 290-0523. So for claims, it's 800-256-8606, and for providers, it's 800-290-0523. And then your policy number is 02607024.

Speaker speaker\_2: Two four. Okay, thank you, ma'am, 'cause, uh, I, I gotta get a new T-pull up. And I'd like... I've been wondering where... I hadn't got a call. Like I said, I got, what's her name, first, my MetLife in.

Speaker speaker\_0: Yeah, that's Vision.

Speaker speaker\_2: Get my vision. Gettin' my vision, you know what I'm saying? So, um, who, okay, who... Hold on. Who, that's through MetLife too? My dental?

Speaker speaker\_0: No, your dental's through APL which is American Public Life. So for dental you have, um, a different carrier than for vision. For vision, it's MetLife, and then for dental, it's APL or American Public Life.

Speaker speaker\_2: Is that... They good? 'Cause I'm saying, what else could I get done right now? You know what I'm saying? But-

Speaker speaker\_0: So... So I can only see basic information, like I know that for a preventative visit, you're covered at 100%. Something basic like a cleansing, you're covered at 80. Basic restorative you're covered at 80. X-rays you're also covered at 80. And your annual maximum is \$500. With the dental plan, you would have to pay a one-time deductible of \$50.

Speaker speaker\_2: Okay, okay.

Speaker speaker\_0: But that deductible, that provides once.

Speaker speaker\_2: I'm gonna call them through. Thank you. I got my policy number, so I'm gonna call them and see if I can find me a dentist right quick. And I'll have my eyes checked too, so I got that done, so I can take care of all this, this week. But thank you, ma'am. Have a blessed day.

Speaker speaker\_0: Thank you. You do too.

Speaker speaker\_2: All right. Thank you.