

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? I need to see about how about going to use my benefits. Okay. What staffing agency do you work for? Verstellla. And then what are the last four of your Social? 4761. I'm sorry, you broke up a little bit. You said 4361? 4761. Okay. Thanks. And your first and last name, please? Michael Vargas. Okay. For security purposes, can you verify your address and date of birth? 13668 Scape Mountain, Washington 90005-1124-86. You said 13...? Um, it's probably my mailing address, my family's. Hold on one second. Mm-hmm. It's, uh, 1626 Magnolia Boulevard, Seattle 98199. Yes, sir. So it's that first one. Okay, thank you. And then I have 425-894-5882 as your phone number? Yeah. 894-5882. Okay. Yeah. So it looks like you have dental, vision, the preventative plan and the VIP plan, which is your medical plan, um, for employee plus child. So for your MEC, which is the preventative plan that covers like a physical, some vaccines, like your check-ups. Yeah. For that one, you are required to stay with the network and you would have to contact the multi-plan phone number. Um, if you want, I can just go ahead and send you that information to your email, and then it'll have the numbers of the providers. Okay. And that's for just a physical? Um, yeah. So I'll cover preventative services, which would be like a physical, some vaccinations- Yeah. ... some cancer screenings, some STD screenings. Yeah, that's- And then- Yeah, that's kind of just what I wanted to do, is just a checkup and then same thing with the dentist. Okay. So if you want, I can just go ahead and send you all your cards and then that information to that email. Um, can I put you in a brief hold while I do that? Yep. And then is that a good email, vargasmike859@gmail.com? Yeah. Okay. I'll be right back. I'm gonna go ahead and get that ready. Thank you. Okay. Thank you for your hold. I went ahead and emailed those charts. Do you mind double-checking? Okay. I sent you General Vision, Preventative and then the VIP. It's medical. And then the one that says 90 degrees is the one for your preventative services. And then the one that says- Okay. ... PL is going to be, um, for your medical, so actual doctor visits if you ever get sick and have to go to urgent care. Yeah. Or emergency, that type of stuff. And then the one that says Carrington, C-A-R-R-I-N-G-T-O-N. Uh-huh. That one's for dental. And then of course Vision is just gonna say Vision. And then i- it, so you said in network it'll give me the number for like, uh, that I- Uh, if- ... and then it'll let me know... Yeah. So if you, you look at the email it's gonna say for medical, which would be considered your NEC Telars and your VIP, 'cause for the VIP it's not a requirement to stay within the network, so your plan that says VIP Standard APL, that one's the one for doctor visits if sick and stuff. That one doesn't require you to stay within the network. As long as they accept it, you can use it at a network. The one that you do have to stay within the network is the NEC Telars, the one that's gonna say 90 degrees. That one's for your preventative services. Yeah. So that one you would have to call that number, that ends in 1403 every time that you use it, 'cause you do have to stay within the network. Okay.

To be covered for the NEC Telars, which the carrier is going to Okay. ... be covering it. Mm-hmm. And then the dentist, is there a number for that? Yeah. It- Or do I just call providers and... Okay, go ahead. Um, for the dental one it's gonna be the number that ends in 0523. Okay. Or you can call APL also which is 8... the one that ends in 8606. Okay. And then it should say it on that email as well. Okay. And then the vision is MetLife. Mm-hmm. A- awesome, thank you. You're welcome. Have a nice day. T- you too. Bye.

## Conversation Format

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

Speaker speaker\_1: I need to see about how about going to use my benefits.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Verstella.

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

Speaker speaker\_1: 4761.

Speaker speaker\_0: I'm sorry, you broke up a little bit. You said 4361?

Speaker speaker\_1: 4761.

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

Speaker speaker\_1: Michael Vargas.

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

Speaker speaker\_1: 13668 Scape Mountain, Washington 90005-1124-86.

Speaker speaker\_0: You said 13...?

Speaker speaker\_1: Um, it's probably my mailing address, my family's. Hold on one second.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It's, uh, 1626 Magnolia Boulevard, Seattle 98199.

Speaker speaker\_0: Yes, sir. So it's that first one. Okay, thank you. And then I have 425-894-5882 as your phone number?

Speaker speaker\_1: Yeah. 894-5882.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So it looks like you have dental, vision, the preventative plan and the VIP plan, which is your medical plan, um, for employee plus child. So for your MEC, which is the preventative plan that covers like a physical, some vaccines, like your check-ups.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: For that one, you are required to stay with the network and you would have to contact the multi-plan phone number. Um, if you want, I can just go ahead and send you that information to your email, and then it'll have the numbers of the providers.

Speaker speaker\_1: Okay. And that's for just a physical?

Speaker speaker\_0: Um, yeah. So I'll cover preventative services, which would be like a physical, some vaccinations-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... some cancer screenings, some STD screenings.

Speaker speaker\_1: Yeah, that's-

Speaker speaker\_0: And then-

Speaker speaker\_1: Yeah, that's kind of just what I wanted to do, is just a checkup and then same thing with the dentist.

Speaker speaker\_0: Okay. So if you want, I can just go ahead and send you all your cards and then that information to that email. Um, can I put you in a brief hold while I do that?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then is that a good email, vargasmike859@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. I'll be right back. I'm gonna go ahead and get that ready.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Okay. Thank you for your hold. I went ahead and emailed those charts. Do you mind double-checking?

Speaker speaker\_2: Okay.

Speaker speaker\_0: I sent you General Vision, Preventative and then the VIP. It's medical. And then the one that says 90 degrees is the one for your preventative services. And then the one that says-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... PL is going to be, um, for your medical, so actual doctor visits if you ever get sick and have to go to urgent care.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Or emergency, that type of stuff. And then the one that says Carrington, C-A-R-R-I-N-G-T-O-N.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: That one's for dental. And then of course Vision is just gonna say Vision.

Speaker speaker\_2: And then i- it, so you said in network it'll give me the number for like, uh, that I-

Speaker speaker\_0: Uh, if-

Speaker speaker\_2: ... and then it'll let me know...

Speaker speaker\_0: Yeah. So if you, you look at the email it's gonna say for medical, which would be considered your NEC Telars and your VIP, 'cause for the VIP it's not a requirement to stay within the network, so your plan that says VIP Standard APL, that one's the one for doctor visits if sick and stuff. That one doesn't require you to stay within the network. As long as they accept it, you can use it at a network. The one that you do have to stay within the network is the NEC Telars, the one that's gonna say 90 degrees. That one's for your preventative services.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: So that one you would have to call that number, that ends in 1403 every time that you use it, 'cause you do have to stay within the network.

Speaker speaker\_2: Okay.

Speaker speaker\_0: To be covered for the NEC Telars, which the carrier is going to

Speaker speaker\_3: Okay.

Speaker speaker\_0: ... be covering it. Mm-hmm.

Speaker speaker\_2: And then the dentist, is there a number for that?

Speaker speaker\_0: Yeah. It-

Speaker speaker\_2: Or do I just call providers and... Okay, go ahead.

Speaker speaker\_0: Um, for the dental one it's gonna be the number that ends in 0523.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Or you can call APL also which is 8... the one that ends in 8606.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then it should say it on that email as well.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then the vision is MetLife. Mm-hmm.

Speaker speaker\_2: A- awesome, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_2: T- you too. Bye.