

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, Stephanie. Uh, I was calling... My name's Zachary Jones. Uh, I was calling to see if this medical card I got sent in the mail, like, is it active or, like, what is it? Okay. Yeah. I can, I can check. Um, what staff and agency do you work for? Um, WorkSmart. Okay. And then, what are the last four of your Social? You said the last four of my Social? Mm-hmm. Yes, sir. Uh, 1-3-4-9. Yes. And then what was your name again? Zachary, and then my last name is Jones. Okay. Thank you. For security purposes, I do need you to verify your address as well as your date of birth. Okay. Well, my address is 71 Fisson Woods Road. Um, do you need, like, the state and- Yeah. ... the ZIP code, too? Mm-hmm. Yes, sir. All right. Well, the state's Georgia, the city is Lexington, and the ZIP code is 30648. And, uh, my date of birth is 08/14/2001. Thank you. Is this a good phone number, the 762-772-0335? Yes, ma'am. Okay. And then I have zach02attack02@gmail.com? Yes, ma'am. That's my email. Okay. So it looks like you do have active coverage for the MEC, um, preventative plan. Did you say that you were looking into receiving your card or that you received your card? What did you say? Well, I r- I received the card, like, a month ago, but I'm about to go to the doctor. So I was, like, wondering if this card is, like, I go to the doctor and tell him I have, uh, insurance, and this is what I use, right? Yes. So you have the preventative plan, which means it'll cover, like, one physical visit year, some vaccinations, some STD screenings, some cancer screenings. So it's only a preventative plan, but you do have active coverage. If you want to know if a particular service would be covered, I would have to transfer you to the carrier. Okay. Is that something you wish to review later? No. No, I just, I just needed to know if it was active and working. Yeah, it's active. As long as it works, I should be good to go to the doctor with it. Okay. Yeah. You have active c- active coverage since October the 7th. Okay. Thank you. You're welcome. Have a nice day. You, too.

Conversation Format

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

Speaker speaker_1: Yeah, Stephanie. Uh, I was calling... My name's Zachary Jones. Uh, I was calling to see if this medical card I got sent in the mail, like, is it active or, like, what is it?

Speaker speaker_0: Okay. Yeah. I can, I can check. Um, what staff and agency do you work for?

Speaker speaker_1: Um, WorkSmart.

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

Speaker speaker_1: You said the last four of my Social?

Speaker speaker_0: Mm-hmm. Yes, sir.

Speaker speaker_1: Uh, 1-3-4-9.

Speaker speaker_0: Yes. And then what was your name again?

Speaker speaker_1: Zachary, and then my last name is Jones.

Speaker speaker_0: Okay. Thank you. For security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_1: Okay. Well, my address is 71 Fisson Woods Road. Um, do you need, like, the state and-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... the ZIP code, too?

Speaker speaker_0: Mm-hmm. Yes, sir.

Speaker speaker_1: All right. Well, the state's Georgia, the city is Lexington, and the ZIP code is 30648. And, uh, my date of birth is 08/14/2001.

Speaker speaker_0: Thank you. Is this a good phone number, the 762-772-0335?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then I have zach02attack02@gmail.com?

Speaker speaker_1: Yes, ma'am. That's my email.

Speaker speaker_0: Okay. So it looks like you do have active coverage for the MEC, um, preventative plan. Did you say that you were looking into receiving your card or that you received your card? What did you say?

Speaker speaker_1: Well, I r- I received the card, like, a month ago, but I'm about to go to the doctor. So I was, like, wondering if this card is, like, I go to the doctor and tell him I have, uh, insurance, and this is what I use, right?

Speaker speaker_0: Yes. So you have the preventative plan, which means it'll cover, like, one physical visit year, some vaccinations, some STD screenings, some cancer screenings. So it's only a preventative plan, but you do have active coverage. If you want to know if a particular service would be covered, I would have to transfer you to the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Is that something you wish to review later?

Speaker speaker_1: No. No, I just, I just needed to know if it was active and working.

Speaker speaker_0: Yeah, it's active.

Speaker speaker_1: As long as it works, I should be good to go to the doctor with it.

Speaker speaker_0: Okay. Yeah. You have active c- active coverage since October the 7th.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You, too.