

## Transcript: Estefania

**Acevedo-6001849189056512-6387094803496960**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yes, my name's Anthony Hicks. I work for MAU. I was on the phone with somebody, like, seven minutes ago to find out what tr- what... I was trying to get medical. I got everything else but medical and dental. And I want to know, does it cover my medicine? She sent me to a number. She said it'd tell you what they cover. But when I- when she switched me over to them, they said I need a group number before they can tell me anything. They don't even know what they're talking about. Okay. Um, can I get in your file first? What are the last four of your Social? 4933. Okay. For security purposes, can you verify your address and your date of birth? September 17th, 1962. 2309 Brookwood Drive, Belton, Alabama 36301. Is 334-333-2984 your phone number? Yes. May I have your first name? May I have your first name- Anthony. Me? Mm-hmm. 1962 19- Anthony. What's your... You're asking me something or you telling me something? No, I'm t- I'm telling you. Oh. I was gonna tell you, I was gonna tell you your email address. Go ahead. It's, um, your first name lewisickeys- Mm-hmm. ... 1962 @gmail.com. I didn't get the last part. Like you said, the dot. What's it say? What's the dot, after the dot? It's lewis- You broke up. I didn't hear you. It's L-E-W-I-S C- Just say it. I can't even spell it. ... 1962@- I just said I didn't hear you. You're breaking up. Is it correct? I don't know what you saying. I just hear you say Anthony dot- An- Yeah. Is it lewisickeys1962@gmail.com? H- It sound like you saying Lewis and something else. That's part right, but what you else you saying after Lewis? Okay. What- what's your email, sir? Anthony.LewisHicks. Okay. That's what you just said? Yes, sir. Oh. See, the bla- when you breaking up, but after you said it, Lewis, I don't hear that part. Okay, that's right, 1962. @gmail.com. Right... Yes, ma'am? Okay. Give me one second. Let me check to see. Mm-hmm. Okay, so you want to add... 'Cause you don't have a medical plan, so that's what you want to do, correct? And you want to find out what prescription it covers. Right. So to find out what prescription it covers, you do need to talk to, um, the carrier of that prescription, which would be Pharmaville. Um, but there's no way I can give you- Oh. ... a group number if you don't have active coverage for that plan yet. So I'm not sure why you're doing that. Oh. Oh, okay. Sh- I didn't think so. I said, "I don't even got the plan yet. I don't know how to-" Yeah, I know. I would just ask- So- ... I would tell them that you currently don't have a plan, but before you get it, that you want to see if whatever prescription that you're looking into being covered is even covered to begin with, 'cause they should easily tell you that. Okay. All right. Yeah. Okay? I thought they was lying. Yes. Yeah. That sounds- Can you switch me over there? Okay. Yeah. I can. Um, and then do you want me to provide that phone number to you just in case you get disconnected? Yes. Okay. And- So let me know when you're ready. I'm ready. It's gonna be 800- Oh, shit. 9- Hold up. This thing don't work. There it go. 800... Yes, sir. 933- 933- 3734. And I would tell them that you don't have the plan yet, but

that you wanted to see first if it would cover- Mm-hmm. ... the prescription that you're looking for. Okay. All right. Thank you. O- Okay. Can you switch me again? You're welcome. Yes, sir. Okay. And then when I finish with that, I call you back, right? Yes. Yes. Okay. If you do want to enroll, once they let you know- Mm-hmm. ... if it's covered or not, you're welcome to call this number again and then we can start the enrollment process. But first I would- Okay. ... ask about the medication 'cause who would give you that information is them. We could just sign you up, but who has to give you that information would be, um, Pharmaville, which is the number I'm about to put you in. Okay. Yeah. All right. Thank you. You're welcome.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes, my name's Anthony Hicks. I work for MAU. I was on the phone with somebody, like, seven minutes ago to find out what tr- what... I was trying to get medical. I got everything else but medical and dental. And I want to know, does it cover my medicine? She sent me to a number. She said it'd tell you what they cover. But when I- when she switched me over to them, they said I need a group number before they can tell me anything. They don't even know what they're talking about.

Speaker speaker\_1: Okay. Um, can I get in your file first? What are the last four of your Social?

Speaker speaker\_2: 4933.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and your date of birth?

Speaker speaker\_2: September 17th, 1962. 2309 Brookwood Drive, Belton, Alabama 36301.

Speaker speaker\_1: Is 334-333-2984 your phone number?

Speaker speaker\_2: Yes.

Speaker speaker\_1: May I have your first name? May I have your first name-

Speaker speaker\_2: Anthony. Me?

Speaker speaker\_1: Mm-hmm. 1962 19-

Speaker speaker\_2: Anthony. What's your... You're asking me something or you telling me something?

Speaker speaker\_1: No, I'm t- I'm telling you.

Speaker speaker\_2: Oh.

Speaker speaker\_1: I was gonna tell you, I was gonna tell you your email address.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: It's, um, your first name lewisickeys-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 1962 @gmail.com.

Speaker speaker\_2: I didn't get the last part. Like you said, the dot. What's it say? What's the dot, after the dot?

Speaker speaker\_1: It's lewis-

Speaker speaker\_2: You broke up. I didn't hear you.

Speaker speaker\_1: It's L-E-W-I-S C-

Speaker speaker\_2: Just say it. I can't even spell it.

Speaker speaker\_1: ... 1962@-

Speaker speaker\_2: I just said I didn't hear you. You're breaking up.

Speaker speaker\_1: Is it correct?

Speaker speaker\_2: I don't know what you saying. I just hear you say Anthony dot-

Speaker speaker\_1: An- Yeah. Is it lewisickeys1962@gmail.com? H-

Speaker speaker\_2: It sound like you saying Lewis and something else. That's part right, but what you else you saying after Lewis?

Speaker speaker\_1: Okay. What- what's your email, sir?

Speaker speaker\_2: Anthony.LewisHicks.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's what you just said?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh. See, the bla- when you breaking up, but after you said it, Lewis, I don't hear that part. Okay, that's right, 1962.

Speaker speaker\_1: @gmail.com.

Speaker speaker\_2: Right... Yes, ma'am?

Speaker speaker\_1: Okay. Give me one second. Let me check to see.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay, so you want to add... 'Cause you don't have a medical plan, so that's what you want to do, correct? And you want to find out what prescription it covers.

Speaker speaker\_2: Right.

Speaker speaker\_1: So to find out what prescription it covers, you do need to talk to, um, the carrier of that prescription, which would be Pharmaville. Um, but there's no way I can give you-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... a group number if you don't have active coverage for that plan yet. So I'm not sure why you're doing that.

Speaker speaker\_2: Oh. Oh, okay. Sh- I didn't think so. I said, "I don't even got the plan yet. I don't know how to-"

Speaker speaker\_1: Yeah, I know. I would just ask-

Speaker speaker\_2: So-

Speaker speaker\_1: ... I would tell them that you currently don't have a plan, but before you get it, that you want to see if whatever prescription that you're looking into being covered is even covered to begin with, 'cause they should easily tell you that.

Speaker speaker\_2: Okay. All right. Yeah.

Speaker speaker\_1: Okay?

Speaker speaker\_2: I thought they was lying. Yes.

Speaker speaker\_1: Yeah. That sounds-

Speaker speaker\_2: Can you switch me over there?

Speaker speaker\_1: Okay. Yeah. I can. Um, and then do you want me to provide that phone number to you just in case you get disconnected?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And-

Speaker speaker\_1: So let me know when you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: It's gonna be 800-

Speaker speaker\_2: Oh, shit.

Speaker speaker\_1: 9-

Speaker speaker\_2: Hold up. This thing don't work. There it go. 800...

Speaker speaker\_1: Yes, sir. 933-

Speaker speaker\_2: 933-

Speaker speaker\_1: 3734. And I would tell them that you don't have the plan yet, but that you wanted to see first if it would cover-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... the prescription that you're looking for.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: O- Okay.

Speaker speaker\_2: Can you switch me again?

Speaker speaker\_1: You're welcome. Yes, sir.

Speaker speaker\_2: Okay. And then when I finish with that, I call you back, right?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you do want to enroll, once they let you know-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... if it's covered or not, you're welcome to call this number again and then we can start the enrollment process. But first I would-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... ask about the medication 'cause who would give you that information is them. We could just sign you up, but who has to give you that information would be, um, Pharmaville, which is the number I'm about to put you in.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome.