

## **Transcript: Estefania**

**Acevedo-6224033259143168-5234278807584768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Inquir- My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Andrew Hubbert. Um, I'm currently on, uh, a preventive, uh, plan through my employer, the, uh, BIC. So I had, um, a preventive service done over a month ago, so it was a colonoscopy. Um, so I called you guys about an issue I'd had. Uh, 90 Degree Benefits had denied the payment to the hospital for that. So I called you guys last week to kind of see if you could look into that, and I wondered if, uh, you had any updates on that. Okay. Um, what staffing agency do you work for, and then what are the last four of your Social? Uh, I work for, uh, Oxford, uh, Engineering Oxford Global Resources. Uh, last four Social, 4530. Okay, thank you, and for security purposes, could you verify your full address as well as your date of birth? Yep. I'm at 565 Sparks Boulevard in Sparks, Nevada, 89434. Uh, date of birth, June 27, 1971. Okay. Okay, and then is your phone number 550-8964? Yes. That's correct. Yep, it's mobile number

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and Inquir- My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Stephanie. My name is Andrew Hubbert. Um, I'm currently on, uh, a preventive, uh, plan through my employer, the, uh, BIC. So I had, um, a preventive service done over a month ago, so it was a colonoscopy. Um, so I called you guys about an issue I'd had. Uh, 90 Degree Benefits had denied the payment to the hospital for that. So I called you guys last week to kind of see if you could look into that, and I wondered if, uh, you had any updates on that.

Speaker speaker\_1: Okay. Um, what staffing agency do you work for, and then what are the last four of your Social?

Speaker speaker\_2: Uh, I work for, uh, Oxford, uh, Engineering Oxford Global Resources. Uh, last four Social, 4530.

Speaker speaker\_1: Okay, thank you, and for security purposes, could you verify your full address as well as your date of birth?

Speaker speaker\_2: Yep. I'm at 565 Sparks Boulevard in Sparks, Nevada, 89434. Uh, date of birth, June 27, 1971.

Speaker speaker\_1: Okay. Okay, and then is your phone number 550-8964?

Speaker speaker\_2: Yes. That's correct. Yep, it's mobile number