

## **Transcript: Estefania**

**Acevedo-6249744780279808-5424967043825664**

### **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? Okay. I'm calling about my husband, Jerry Sweet. Um, I want to know if he has a vision 'cause it doesn't say on his card. So, I need permission, verbal permission from your husband to get in his file since you're the one calling me. Okay, just one second. Yep. Just one second. He has to have your permission to go in your file. It's for insurance. Hello? Hey. Um, do I have your permission for your wife to go in your file? I need verbal permission since the call is being recorded. Yeah. That's fine. Okay. Um, and then I just need your staff and agency's name and then the last four of your Social. Uh, Doherty's Staffing and 4618. 4618. I need one second. And then for security purposes, could you please verify, um, your, your name as well as your address and date of birth. Okay. Jerry Sweet at 91 Claremont Street, St. Cloud, Minnesota, 56301. Okay. And then that date of birth? Uh, 1/10/'61. Okay. Thank you. And then I have 320-217-2330 as the- Yeah. ... main phone number. Yep. And then sweetbarb629@gmail.com? Yep. Okay. Okay. So, it looks... Um, did she ask... If you want, I can talk to her already, or I can tell you- Oh. ... as well ... Oh, sure. You can talk to her. Okay. Hello? Okay. And then you were asking me, um, if he had vision? Yes. Okay. So, he does not have vision. He has, he has the 3Rx Dental, Short-Term Disability, and the VIP-Standard, which is his medical plan, but right now, they are within company open enrollment, meaning that he can add additional plans if he wants. Um, so he can- And how much would that cost? Let me verify. 'Cause right now, he's not, uh... He's with Doherty's, but he's... They don't have an assignment for him right now, so. So, if he, um, was to add vision to his coverage, um, he would... That vision plan for employee is \$1.99. So, his new deduction would be \$31.83 if he was to add that vision plan. It looks like right now it's \$29.84 a week. So, it would change to \$31.83 if he adds vision. Um, okay. I'll, um, I'll just, I'll ask him about that because he ha-... The reason I'm asking about vision is because he has a cataract in his eye. Hmm. And it's getting really bad. And he needs the surgery. Oh, okay. Yeah. That's why. Do you want me to go over what the vision plan covers? 'Cause, uh, it's not gonna cover a surgery, so the only thing that the vision plan covers, um, it-

### **Conversation Format**

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

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

Speaker speaker\_2: Okay. I'm calling about my husband, Jerry Sweet. Um, I want to know if he has a vision 'cause it doesn't say on his card.

Speaker speaker\_1: So, I need permission, verbal permission from your husband to get in his file since you're the one calling me.

Speaker speaker\_2: Okay, just one second.

Speaker speaker\_1: Yep.

Speaker speaker\_2: Just one second. He has to have your permission to go in your file. It's for insurance.

Speaker speaker\_3: Hello?

Speaker speaker\_1: Hey. Um, do I have your permission for your wife to go in your file? I need verbal permission since the call is being recorded.

Speaker speaker\_3: Yeah. That's fine.

Speaker speaker\_1: Okay. Um, and then I just need your staff and agency's name and then the last four of your Social.

Speaker speaker\_3: Uh, Doherty's Staffing and 4618.

Speaker speaker\_1: 4618. I need one second. And then for security purposes, could you please verify, um, your, your name as well as your address and date of birth.

Speaker speaker\_3: Okay. Jerry Sweet at 91 Claremont Street, St. Cloud, Minnesota, 56301.

Speaker speaker\_1: Okay. And then that date of birth?

Speaker speaker\_3: Uh, 1/10/'61.

Speaker speaker\_1: Okay. Thank you. And then I have 320-217-2330 as the-

Speaker speaker\_3: Yeah.

Speaker speaker\_1: ... main phone number.

Speaker speaker\_3: Yep.

Speaker speaker\_1: And then sweetbarb629@gmail.com?

Speaker speaker\_3: Yep.

Speaker speaker\_1: Okay. Okay. So, it looks... Um, did she ask... If you want, I can talk to her already, or I can tell you-

Speaker speaker\_3: Oh.

Speaker speaker\_1: ... as well ... Oh, sure. You can talk to her. Okay.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Okay. And then you were asking me, um, if he had vision?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, he does not have vision. He has, he has the 3Rx Dental, Short-Term Disability, and the VIP-Standard, which is his medical plan, but right now, they are within company open enrollment, meaning that he can add additional plans if he wants. Um, so he can-

Speaker speaker\_2: And how much would that cost?

Speaker speaker\_1: Let me verify.

Speaker speaker\_2: 'Cause right now, he's not, uh... He's with Doherty's, but he's... They don't have an assignment for him right now, so.

Speaker speaker\_1: So, if he, um, was to add vision to his coverage, um, he would... That vision plan for employee is \$1.99. So, his new deduction would be \$31.83 if he was to add that vision plan. It looks like right now it's \$29.84 a week. So, it would change to \$31.83 if he adds vision.

Speaker speaker\_2: Um, okay. I'll, um, I'll just, I'll ask him about that because he ha-... The reason I'm asking about vision is because he has a cataract in his eye.

Speaker speaker\_1: Hmm.

Speaker speaker\_2: And it's getting really bad. And he needs the surgery.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: Yeah. That's why.

Speaker speaker\_1: Do you want me to go over what the vision plan covers? 'Cause, uh, it's not gonna cover a surgery, so the only thing that the vision plan covers, um, it-