

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, my name's Anthony. Thanks. That's what I'm calling about, I've made two previous payments through my work, and I'm trying to get my number until you can send me a card. Okay. You're trying to get your card sent? So I can... Mm-hmm. Well, I'm trying to get my number so I can use my insurance. Yeah, so your card... Okay. I can check to see if your card is ready, which has your policy number in it. Um, what staffing agency are you working for, though? Innovative Staff Solutions, Nashville, Illinois. Mm-hmm. Mm-hmm. What are the last four of your Social? 3778. For security purposes, could you please verify the address that we have on file as well as your date of birth? Uh, 1216 North Sycamore, Centennial, Illinois, 62801. And my what? My birthday? 8/12/70. Thank you. Is your phone number still a 618-367-1960? Yes, ma'am. And I have your last name, first name, Sipsey@Gmail.com. Is that correct? Yeah. Okay. And then did you want me to send you all your cards, your medical, dental, vision and any fee, or did you want me to send specific ones? No, you can send them all. I just... My wife just had surgery and she got i- prescriptions. So I just need to get the number that she needs for m- Okay. Yes, sir. Are, are there, right? So you, you're gonna have two different, um, prescription benefits through Pharmaville and through, uh, MedEntise. But I'm gonna go ahead and send you that information. Oh, in my email? Yes, sir. Okay. When will we receive it in the card from the mail? Can I s- When do you think we'll get the c- cards in the mail? So you just became active last week. It should probably be either Thursday or Friday this week. But I can go ahead and send you- Okay. ... your cards via email. Um, can I put you in a quick hold while I send that over and then I'll have you verify just to verify that you did receive them? Sure. Okay. I'll be right back. Where are we eating, babe? Oh, yeah. And I was also gonna tell you before I go that for your medical plan, the Insure Plus Enhanced, that's the only card that they normally don't send out to you. So if you do want a physical card, I can go ahead and request it while I have you on the line. Sure. Okay. I'll be right back. I guess you could carry us. Yeah. But, but, but what kind of car? A brown Caravell? Yes, at home. Oh, okay. Auto. I'll never know that you really reached that very far, don't you? Okay. Good. Where are you going today? I'm going to the beach. Where else is there to eat? Do you think this Bonnie's has steak? No. Well, it's not expensive when you're... I've never ate everything. Come on. Here we go. Go. Very good. I'm good. I love you. Bye. Bye. Thank you. I got to handle right now. I got two other people. You know I can't even defend the future self. Let me put it on your phone too, right? Yeah. 'Cause he doesn't have a cell phone yet or he doesn't know how to use one. Or he, he doesn't know how to use it. Perfect. You know, just help me. I'm hungry. Yeah, me too. Let's eat. Okay. You can have a little bit of everything. Okay. Take your time, baby. That's good. Hey, guys, order anything. It's okay. I can't do everything with that. So... I'm a big 6'12" male.... the only thing is that, that the viewer wasn't even on the phone with him

then. Wait, video. Oh, man. I can't believe that all of that actually went down. It's pretty alarming now but... How, how can I focus? Because she's got a lot going for her, it's crazy how far we've come. You know, we, we talked about, you know, Ms. Rogers, like- It wasn't scary or anything. Okay, I'm great. She's a 415... She's 215 and... 'Cause it is... You know, I put us in a rut this much and I know how it is for you, but I said, "Man, that really just makes my day." I said, "Because I honestly thought I sold those books six months ago." No, six months. No, my point is this. You're so kind. No. Let's just make sure we get it when... We can do our thing this way. Because her live activity screen, that's the app. Yeah, I know it does but not as applicable. See where it says- I have the- See where it says. ... I have no idea. It says Apple does, but then when, and then when I move to something they were... How's this for? See, it's okay. I don't want to be on the phone in the car all the time. You free? You have to call you again. Hang up. You need to get out of the car while I'm still on the phone. Get out of the car or I don't know, things change. Yeah, no, it didn't, that's what I mean. It didn't do that yesterday. So I'm just going to hold on to someone else because I was in the passenger seat. But we can drive. Hello? I'm not being rude. I'm not the one who wanted to make this phone call. But you are the one that's never been able to get through. Why are your eyes huge? Oh, dog. Whoa. Okay, sir. I don't know if you mind double checking just to be sure that you did receive the cards that I sent you. I sent you your Ensure Plus Enhanced, dental, your MEC, which is your preventative plan and your vision plan. And then on those cards there's the, the card information regarding the pharmacies with your policy numbers. ID cards, thank you for contacting PDF. File the copy of your ID card. Yep, I got them. Okay. And then those- But, but- ... um, you get two prescription benefits. One, with your Ensure Plus Enhanced, which is the plan that covers doctor visits if sick, hospital visits if injured, urgent care emergency room. With that one, you have it through Pharmacoville. And it's going to say APL on the card and then for your- Mm-hmm. ... MEC stand alone, which is your preventative plan, so the one that covers a physical, some vaccines, some STD and cancer screenings, so like your checkups, that one's the SMEC and it's going to say 90 Degrees. And then- Okay. ... because you get... You have two prescription benefits through Pharmacoville and with, um, Elapsar. So- This is my wife. She's the one that's going to be using this, so she'll be the one. I'm giving you permission to talk to her. Okay. So, if, if this, does this also cover me? Because it says, uh- Yes. So it's an employee plus spouse. It's going to have his name, but you're under his policy as a dependent. Okay. So I just use the same employee ID number? Mm-hmm. Yes, ma'am. So one question, whenever we get prescriptions, uh, what is the deductible? So that's something- Does it just depend on the medicine? Correct. It really just depends on the medication and then who's going to tell you that is the pharmacy, they'll let you know. Okay. Well, if I have any more questions, I'll give you a call. Okay. We're open from 8:00 AM- And she might three-way call you. That you guys said- Yep. ... or not, maybe not you, but one of the ladies said that if... Because I work like 13 hour shifts every day, so she might be three-way calling you too. Yeah, that's fine. And make sure we're paying the medical- As long as we get verbal permission. Yeah, we can do that. Okay. As long as, um, y- we get like verbal permission from you and you're like, "Yeah, she can get in my file," then you don't really have to be in the call. Okay. But they do need to hear your voice as a verbal consent. Okay. Mm-hmm. Sounds good. Well, I work 13 hours. I'm going to bed. Okay. Good night. Have a nice night. All right. Thank you. Bye. Bye. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, my name's Anthony. Thanks. That's what I'm calling about, I've made two previous payments through my work, and I'm trying to get my number until you can send me a card.

Speaker speaker_0: Okay. You're trying to get your card sent?

Speaker speaker_1: So I can...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, I'm trying to get my number so I can use my insurance.

Speaker speaker_0: Yeah, so your card... Okay. I can check to see if your card is ready, which has your policy number in it. Um, what staffing agency are you working for, though?

Speaker speaker_1: Innovative Staff Solutions, Nashville, Illinois.

Speaker speaker_0: Mm-hmm. Mm-hmm. What are the last four of your Social?

Speaker speaker_1: 3778.

Speaker speaker_0: For security purposes, could you please verify the address that we have on file as well as your date of birth?

Speaker speaker_1: Uh, 1216 North Sycamore, Centennial, Illinois, 62801. And my what? My birthday? 8/12/70.

Speaker speaker_0: Thank you. Is your phone number still a 618-367-1960?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your last name, first name, Sipsey@Gmail.com. Is that correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then did you want me to send you all your cards, your medical, dental, vision and any fee, or did you want me to send specific ones?

Speaker speaker_1: No, you can send them all. I just... My wife just had surgery and she got i-prescriptions. So I just need to get the number that she needs for m-

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_1: Are, are there, right?

Speaker speaker_0: So you, you're gonna have two different, um, prescription benefits through Pharmaville and through, uh, MedEntise. But I'm gonna go ahead and send you that information.

Speaker speaker_1: Oh, in my email?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: When will we receive it in the card from the mail?

Speaker speaker_0: Can I s-

Speaker speaker_1: When do you think we'll get the c- cards in the mail?

Speaker speaker_0: So you just became active last week. It should probably be either Thursday or Friday this week. But I can go ahead and send you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your cards via email. Um, can I put you in a quick hold while I send that over and then I'll have you verify just to verify that you did receive them?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_2: Where are we eating, babe?

Speaker speaker_0: Oh, yeah. And I was also gonna tell you before I go that for your medical plan, the Insure Plus Enhanced, that's the only card that they normally don't send out to you. So if you do want a physical card, I can go ahead and request it while I have you on the line.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_3: I guess you could carry us. Yeah.

Speaker speaker_2: But, but, but what kind of car? A brown Caravell? Yes, at home. Oh, okay. Auto. I'll never know that you really reached that very far, don't you? Okay. Good. Where are you going today? I'm going to the beach. Where else is there to eat? Do you think this Bonnie's has steak? No. Well, it's not expensive when you're... I've never ate everything. Come on. Here we go. Go. Very good. I'm good. I love you. Bye. Bye. Thank you. I got to handle right now. I got two other people. You know I can't even defend the future self. Let me put it on your phone too, right? Yeah. 'Cause he doesn't have a cell phone yet or he doesn't know how to use one. Or he, he doesn't know how to use it. Perfect. You know, just help me. I'm hungry. Yeah, me too. Let's eat. Okay. You can have a little bit of everything. Okay. Take your time, baby. That's good. Hey, guys, order anything. It's okay. I can't do everything with that. So... I'm a big 6'12" male.... the only thing is that, that the viewer wasn't even on the phone with him then.

Speaker speaker_4: Wait, video.

Speaker speaker_2: Oh, man. I can't believe that all of that actually went down. It's pretty alarming now but... How, how can I focus? Because she's got a lot going for her, it's crazy

how far we've come. You know, we, we talked about, you know, Ms. Rogers, like-

Speaker speaker_5: It wasn't scary or anything.

Speaker speaker_2: Okay, I'm great. She's a 415... She's 215 and... 'Cause it is... You know, I put us in a rut this much and I know how it is for you, but I said, "Man, that really just makes my day." I said, "Because I honestly thought I sold those books six months ago." No, six months. No, my point is this.

Speaker speaker_4: You're so kind.

Speaker speaker_2: No. Let's just make sure we get it when...

Speaker speaker_4: We can do our thing this way. Because her live activity screen, that's the app.

Speaker speaker_2: Yeah, I know it does but not as applicable. See where it says-

Speaker speaker_4: I have the-

Speaker speaker_2: See where it says.

Speaker speaker_4: ... I have no idea.

Speaker speaker_2: It says Apple does, but then when, and then when I move to something they were... How's this for? See, it's okay.

Speaker speaker_4: I don't want to be on the phone in the car all the time. You free? You have to call you again.

Speaker speaker_2: Hang up.

Speaker speaker_4: You need to get out of the car while I'm still on the phone. Get out of the car or I don't know, things change.

Speaker speaker_2: Yeah, no, it didn't, that's what I mean. It didn't do that yesterday. So I'm just going to hold on to someone else because I was in the passenger seat. But we can drive. Hello? I'm not being rude. I'm not the one who wanted to make this phone call.

Speaker speaker_4: But you are the one that's never been able to get through. Why are your eyes huge? Oh, dog. Whoa.

Speaker speaker_0: Okay, sir. I don't know if you mind double checking just to be sure that you did receive the cards that I sent you. I sent you your Ensure Plus Enhanced, dental, your MEC, which is your preventative plan and your vision plan. And then on those cards there's the, the card information regarding the pharmacies with your policy numbers.

Speaker speaker_4: ID cards, thank you for contacting PDF. File the copy of your ID card. Yep, I got them.

Speaker speaker_0: Okay. And then those-

Speaker speaker_4: But, but-

Speaker speaker_0: ... um, you get two prescription benefits. One, with your Ensure Plus Enhanced, which is the plan that covers doctor visits if sick, hospital visits if injured, urgent care emergency room. With that one, you have it through Pharmacoville. And it's going to say APL on the card and then for your-

Speaker speaker_4: Mm-hmm.

Speaker speaker_0: ... MEC stand alone, which is your preventative plan, so the one that covers a physical, some vaccines, some STD and cancer screenings, so like your checkups, that one's the SMEC and it's going to say 90 Degrees. And then-

Speaker speaker_4: Okay.

Speaker speaker_0: ... because you get... You have two prescription benefits through Pharmacoville and with, um, Elapsar.

Speaker speaker_2: So-

Speaker speaker_4: This is my wife. She's the one that's going to be using this, so she'll be the one. I'm giving you permission to talk to her.

Speaker speaker_0: Okay.

Speaker speaker_2: So, if, if this, does this also cover me? Because it says, uh-

Speaker speaker_0: Yes. So it's an employee plus spouse. It's going to have his name, but you're under his policy as a dependent.

Speaker speaker_2: Okay. So I just use the same employee ID number?

Speaker speaker_0: Mm-hmm. Yes, ma'am.

Speaker speaker_4: So one question, whenever we get prescriptions, uh, what is the deductible?

Speaker speaker_0: So that's something-

Speaker speaker_4: Does it just depend on the medicine?

Speaker speaker_0: Correct. It really just depends on the medication and then who's going to tell you that is the pharmacy, they'll let you know.

Speaker speaker_4: Okay. Well, if I have any more questions, I'll give you a call.

Speaker speaker_0: Okay. We're open from 8:00 AM-

Speaker speaker_4: And she might three-way call you. That you guys said-

Speaker speaker_2: Yep.

Speaker speaker_4: ... or not, maybe not you, but one of the ladies said that if... Because I work like 13 hour shifts every day, so she might be three-way calling you too.

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_4: And make sure we're paying the medical-

Speaker speaker_0: As long as we get verbal permission. Yeah, we can do that.

Speaker speaker_4: Okay.

Speaker speaker_0: As long as, um, y- we get like verbal permission from you and you're like, "Yeah, she can get in my file," then you don't really have to be in the call.

Speaker speaker_4: Okay.

Speaker speaker_0: But they do need to hear your voice as a verbal consent.

Speaker speaker_4: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_4: Sounds good. Well, I work 13 hours. I'm going to bed.

Speaker speaker_2: Okay.

Speaker speaker_4: Good night.

Speaker speaker_0: Have a nice night.

Speaker speaker_4: All right.

Speaker speaker_2: Thank you.

Speaker speaker_0: Bye.

Speaker speaker_4: Bye.

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