

## **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? Hi, um, so I was wondering by chance, do you know how much, um, my coverage would cover for, um, an allergy specialist? So, whenever you have those type of questions, who you would actually have to reach out to is the carrier. So, I'll be happy to transfer you to them, but since we're the healthcare administrators, I wouldn't be able to tell you that. I could only give you basic information about, um, the plans. But for a question like that, if something is covered or how much something is covered, who you actually ask is the carrier, 'cause I don't want to give you incorrect information. So, if you want, I can get in your file and, um, I can connect you to them and they'll answer that question. What do you mean by carrier? Yeah, like who's owners of the insurance that you have? Like, the company I works for, or...? N- no. You cur- if you currently have active coverage, depending on the plan that you have is who the carrier is. Uh, y- you currently have coverage, right? Or you don't have any coverage- Yeah. ... and want to enroll? It's through you guys, so... Yeah, so we're just the administrators though. Oh. We're not the carriers. That's what I'm saying. You, you would have to c- um, get contacted to the carrier, which I can transfer you to them, but I need to know what plans you have. What staffing agency do you work for? Uh, it's Workforce Strategies. Workforce Strategies? Okay. And then, what are the last four of your Social? 7973. I'm sorry, you were breaking up. Can you repeat that? 7973. And your first and last name? Joshua Yonkers. Joshua Yonkers? Yep. For security purposes, can you verify address and date of birth? 300 North Sage Street, Apartment 301, Town of Michigan 49006. And then, 05/22/2001. So, 269-808-4279 is your phone number? Correct. I have yonkersjoshua@gmail.com as your email. Is that up to date? Yep. Okay, so it looks like you just became active this week. Um, so you should be getting your cards probably by the end of the week. I know your card won't be ready right now digitally, um, probably 'til Thursday. But, I can... You do have dental, short-term, term life, vision. Um, you have the Elite Standard, so you would have to speak to APL, which is American Public Life, um, to know how much is covered or if it's covered. They would be able to answer that question. Um, did you want me to go ahead and transfer your call? That's the carrier of the plan that you have. Yeah. Okay. Um, do you want me to also provide that number to you just in case? I transfer you just in case you were to drop. Um- Yeah. ... I can give you their phone number as well. So, for, when it comes to your medical plan, when it comes to that plan, short-term disability, term life, dental, that's going to be through American Public Life, or APL. And then vision, the carrier is, um, MetLife. Okay. Okay? But let me go ahead and provide that number. It's 800- Uh... ... 256-86-06. Again, 800-256-8606. And that's for APL, which is your carrier. They would be able to answer if that's covered and, if so, how much is covered. And I can transfer you as well. Okay, so you could do that. Mm-hmm. All right. Well, I hope you have a great day. If you need any help or, um, any other questions,

we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay? Okay, thank you. Thank you.

## 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: Hi, um, so I was wondering by chance, do you know how much, um, my coverage would cover for, um, an allergy specialist?

Speaker speaker\_0: So, whenever you have those type of questions, who you would actually have to reach out to is the carrier. So, I'll be happy to transfer you to them, but since we're the healthcare administrators, I wouldn't be able to tell you that. I could only give you basic information about, um, the plans. But for a question like that, if something is covered or how much something is covered, who you actually ask is the carrier, 'cause I don't want to give you incorrect information. So, if you want, I can get in your file and, um, I can connect you to them and they'll answer that question.

Speaker speaker\_1: What do you mean by carrier?

Speaker speaker\_0: Yeah, like who's owners of the insurance that you have?

Speaker speaker\_1: Like, the company I works for, or...?

Speaker speaker\_0: N- no. You cur- if you currently have active coverage, depending on the plan that you have is who the carrier is. Uh, y- you currently have coverage, right? Or you don't have any coverage-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... and want to enroll?

Speaker speaker\_1: It's through you guys, so...

Speaker speaker\_0: Yeah, so we're just the administrators though.

Speaker speaker\_1: Oh.

Speaker speaker\_0: We're not the carriers. That's what I'm saying. You, you would have to c- um, get contacted to the carrier, which I can transfer you to them, but I need to know what plans you have. What staffing agency do you work for?

Speaker speaker\_1: Uh, it's Workforce Strategies.

Speaker speaker\_0: Workforce Strategies? Okay. And then, what are the last four of your Social?

Speaker speaker\_1: 7973.

Speaker speaker\_0: I'm sorry, you were breaking up. Can you repeat that?

Speaker speaker\_1: 7973.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Joshua Yonkers.

Speaker speaker\_0: Joshua Yonkers?

Speaker speaker\_1: Yep.

Speaker speaker\_0: For security purposes, can you verify address and date of birth?

Speaker speaker\_1: 300 North Sage Street, Apartment 301, Town of Michigan 49006. And then, 05/22/2001.

Speaker speaker\_0: So, 269-808-4279 is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: I have yonkersjoshua@gmail.com as your email. Is that up to date?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay, so it looks like you just became active this week. Um, so you should be getting your cards probably by the end of the week. I know your card won't be ready right now digitally, um, probably 'til Thursday. But, I can... You do have dental, short-term, term life, vision. Um, you have the Elite Standard, so you would have to speak to APL, which is American Public Life, um, to know how much is covered or if it's covered. They would be able to answer that question. Um, did you want me to go ahead and transfer your call? That's the carrier of the plan that you have.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, do you want me to also provide that number to you just in case? I transfer you just in case you were to drop. Um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... I can give you their phone number as well. So, for, when it comes to your medical plan, when it comes to that plan, short-term disability, term life, dental, that's going to be through American Public Life, or APL. And then vision, the carrier is, um, MetLife.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? But let me go ahead and provide that number. It's 800-

Speaker speaker\_1: Uh...

Speaker speaker\_0: ... 256-86-06. Again, 800-256-8606. And that's for APL, which is your carrier. They would be able to answer if that's covered and, if so, how much is covered. And I can transfer you as well.

Speaker speaker\_1: Okay, so you could do that.

Speaker speaker\_0: Mm-hmm. All right. Well, I hope you have a great day. If you need any help or, um, any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you.