

## Transcript: Estefania

**Acevedo-6473271234838528-4707936462749696**

### Full Transcript

Thank you for communicating with Blue Ascension. This is Stephanie, how can I assist you? Hello? Hello, how can I help you? Well, we are requesting information on how to use the insurance. Okay, what staff do you work for? Uh, Verterra. Okay, and what are the last four digits of your social security number? Okay, and what are the last four digits of your social security number? Name? Indira Molina. Okay, Garcia? Yes. Okay, for security reasons, I need you to verify your address and date of birth, please. The direction is 1208 Alameda, uh, River... How much? I don't know it, I don't know it well because I'm new here . How much is it? Nine, nine, uh, how much? What? Nine seven zero three one, and my birthdate is May 17, 1985. What is the direction again, sorry? Twelve zero eight, Mm-hmm Alameda. Uh-huh. Uh, Hood Rivers. Okay, and the state? Oregon. Okay. Five four- Y este... Mm-hmm. Yes, tell me, please. And five four one nine six five twenty-four forty-nine is your phone number? That's right. Okay. Um, you said you had questions about the coverage. So, it seems that you have the plan, DIP Plus Band 2. This plan is only a medical plan that will only cover things like visits if you get sick, visits to the hospital, emergency room, urgent care, it covers a fixed rate for those services. It does not require that you stay on the network and only use their doctors and clinics. As long as they accept the insurance, you can use it. For example, now I am here for an appointment. I don't know, what's the name of this clinic? I was going to tell you that your preventive visits do not have coverage with the plan you have, okay? A preventive visit would be like your general checks, STD checks, cancer checks, any such check, the physical visit, the mammogram, that is not covered by the plan you have, okay? So only the medical visits. But an example, excuse me. A question, for example, they did a surgery on me last week. Yes, to find out if a service has coverage, if one day you have questions if a service has coverage or if they will cover it, you have to talk to the insurance owner, who will be APL. I can give you that number. Okay. And they also speak Spanish. Ah, okay. It's going to be... I would like him to give it to me. Ok, so he's called APL, the owner of the insurance for your medical plan. For questions about if something has coverage or if they will cover it, there are two more questions and their phone number is 800... Wait a moment, 800-256... 800-256-8606. 8606, ok. And if one day you also want to find out about providers that are like this in the network, if you have to say that you are going to a clinic and you don't know where else to go, I can also give you the number that you can call to find the list of providers who take that medical plan. I don't know if you wanted it at once. Yes, yes. That number, tell me when you are free. Can I communicate with my husband so that he can ask him things that I don't handle very well? Yes, just keep in mind that I can't tell you if something has coverage or not, okay? We are the administrators, I wouldn't be able to tell you. Well, then it would be better to call that number to see. As for the others, we are the only ones who explain the plans to you, we don't have the list of all the services they cover. So, I can't tell you if you went on a visit to the dermatologist. I

can't tell you if they will cover it or not. The one who can answer those questions is APL, the number that ends in 8606. Okay, good. Perfect, thank you. Do you want the number for the providers? Because as I told you, the plan you have does not require that you only use their clinics or doctors. But I know that sometimes there are some clinics that don't accept us, I'm not sure. But if you want, I can give you that number in case one day you have doubts, if you don't know where to go. Of course, please give it to me. It's 800- 800-457- 4575. Catorce, cero, tres- Disculpe. Ocho, cero, cero- Cuatro, cinco, siete- Cuatro, cinco, siete- Catorce, cero, tres. Catorce, cero, tres. Mm-hmm. Y ese se llama Multiplan. Multiplan. So, para encontrar a proveedores, llamas a Multiplan para encontrar a dónde ir, si no sabes dónde ir. Okey. Ah, y para preguntas, si te van a cubrir ese... es-esa cirugía o si tienes preguntas en el futuro, si te cubren alguna visita específica, quien le llamas es a APL, porque ellos son esos dueños de la aseguranza. Ok, bueno, está bien. ¿Quieres que te transfiera? Mmm... Es que ahorita voy a entrar a la cita porque ya estoy aquí con el médico. Oh, okey, está bien. Sí, señor. Sí? Okey. Este, la otra pregunta era... este... La-la, la informa-- Bueno, ya sé, lo voy a com... le voy a preguntar a mi esposo para que le pregunte. Mm. Este, la otra pregunta era que si... si cuándo vamos a recibir la carta. Ah, déjame ver cuándo te hiciste activo. So, normalmente la mandan la primera o segunda semana que tengas cobertura activa, so probablemente te la mandé en esta semana, pero, ah, la física. Ah... ¿tienes las electrónicas o todavía no las tienes? No. No? Ah, si quieres ya de una vez te las mando por correo electrónico. Por favor, sí. Ah, es... ¿a cuál correo lo mando? Porque hay dos correos diferentes. Inviene Molina sesenta y ocho arroba gmail punto com. Sí. Ok, te puedes poner en espera mientras que te mando esa información luego para que me puedas verificar para ver si sí lo recibiste. Si es que están en una cita, les pueden enseñar esa tarjeta digital que es la misma que les va a llegar por correo. Este, sí, por favor, solo mándelo porque ahorita tengo que traducir para mi esposa. Okey, está bien. Okey, gracias. Está bien. Okey, lo veo bien.

## Conversation Format

Speaker speaker\_0: Thank you for communicating with Blue Ascension. This is Stephanie, how can I assist you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hello, how can I help you?

Speaker speaker\_1: Well, we are requesting information on how to use the insurance.

Speaker speaker\_0: Okay, what staff do you work for?

Speaker speaker\_1: Uh, Verterra.

Speaker speaker\_0: Okay, and what are the last four digits of your social security number? Okay, and what are the last four digits of your social security number? Name? Indira Molina. Okay, Garcia? Yes. Okay, for security reasons, I need you to verify your address and date of birth, please. The direction is 1208 Alameda, uh, River... How much? I don't know it, I don't know it well because I'm new here . How much is it? Nine, nine, uh, how much? What? Nine

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Speaker speaker\_2: 4575.

Speaker speaker\_0: Catorce, cero, tres-

Speaker speaker\_3: Disculpe. Ocho, cero, cero-

Speaker speaker\_0: Cuatro, cinco, siete-

Speaker speaker\_3: Cuatro, cinco, siete-

Speaker speaker\_0: Catorce, cero, tres.

Speaker speaker\_3: Catorce, cero, tres.

Speaker speaker\_0: Mm-hmm. Y ese se llama Multiplan.

Speaker speaker\_3: Multiplan.

Speaker speaker\_0: So, para encontrar a proveedores, llamas a Multiplan para encontrar a dónde ir, si no sabes dónde ir.

Speaker speaker\_3: Okey.

Speaker speaker\_0: Ah, y para preguntas, si te van a cubrir ese... es-esa cirugía o si tienes preguntas en el futuro, si te cubren alguna visita específica, quien le llamas es a APL, porque ellos son esos dueños de la aseguranza.

Speaker speaker\_3: Ok, bueno, está bien.

Speaker speaker\_0: ¿Quieres que te transfiera?

Speaker speaker\_3: Mmm... Es que ahorita voy a entrar a la cita porque ya estoy aquí con el médico.

Speaker speaker\_0: Oh, okey, está bien. Sí, señor.

Speaker speaker\_3: Sí? Okey. Este, la otra pregunta era... este... La-la, la informa-- Bueno, ya sé, lo voy a com... le voy a preguntar a mi esposo para que le pregunte.

Speaker speaker\_0: Mm.

Speaker speaker\_3: Este, la otra pregunta era que si... si cuándo vamos a recibir la carta.

Speaker speaker\_0: Ah, déjame ver cuándo te hiciste activo. So, normalmente la mandan la primera o segunda semana que tengas cobertura activa, so probablemente te la mandé en esta semana, pero, ah, la física. Ah... ¿tienes las electrónicas o todavía no las tienes?

Speaker speaker\_3: No.

Speaker speaker\_0: No? Ah, si quieres ya de una vez te las mando por correo electrónico.

Speaker speaker\_3: Por favor, sí.

Speaker speaker\_0: Ah, es... ¿a cuál correo lo mando? Porque hay dos correos diferentes.

Speaker speaker\_3: Inviene Molina sesenta y ocho arroba gmail punto com. Sí.

Speaker speaker\_0: Ok, te puedes poner en espera mientras que te mando esa información luego para que me puedas verificar para ver si sí lo recibiste. Si es que están en una cita, les pueden enseñar esa tarjeta digital que es la misma que les va a llegar por correo.

Speaker speaker\_3: Este, sí, por favor, solo mándelo porque ahorita tengo que traducir para mi esposa.

Speaker speaker\_0: Okey, está bien.

Speaker speaker\_3: Okey, gracias.

Speaker speaker\_0: Está bien. Okey, lo veo bien.