

## **Transcript: Estefania**

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### **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? Um, how you doing today, Stephanie? I'm trying to figure out where do I go, um, to check my vision benefits. Okay, yeah, I can help you with that. Um, by any chance, do you have your cards already? Um, I do have a card. I've had, um, this insurance for a while, but I've never really used it. So, um- Okay. ... but I do have my card they gave me a while ago. Gotcha. So that card actually has the phone number of the providers. Okay. Um, so if you call that number, they could give you providers around your area that take that coverage. Um- Oh, well, this is the thing. It says for vision, I have superior vision. Um, I went online to the website to check, um, my coverages, which coverages I had, and it says that, um, that I'm not enrolled. That I don't have any coverage. Okay, let me get in your account then, um... Okay. What staffing agency are you with? Um, MAU. Okay. And then what are the last four numbers of your Social? 6698. And your first and last name, please? Phillip Tate, T-A-T-E. And then the last name? Um, the... My first name is Phillip. The last name, Tate, T-A-T-E. Tate, okay. And then for security purposes, could you please verify your full address as well as your date of birth? Um, 3801 Palmetto Avenue, Columbia, South Carolina, 29203. I'm sorry, what were those pho- first numbers? Um, 3801 Palmetto Avenue. Okay, um, so we have a different address on file. Do you remember a different one that we may have? Um, babe, what, what was the address from Frost? 6478 Frost Avenue, Columbia, South Carolina. Okay. Thank you. And then your date of birth? 12/20/85, 1985. Okay, do you want me to go ahead and update that address for you? Um, yes, ma'am. Can we do that, please? I moved from there. Okay. Yeah, what's your new address? 3801 Palmetto Avenue. Mm-hmm. Columbia, South Carolina, 29203. Yeah. Okay, and then is your phone number still the 803-381-5817? Yes, ma'am. Can I have your first name, t803@gmail.com? Is that still up to date? Yep. Yep. Okay. So you actually ha- you do have coverage. You have vision, dental, and then the preventative plan. Um... Okay. The carrier for vision is actually MetLife. MetLife? Okay. Yeah. Mm-hmm. On my old card, it has, uh... Superior Vision. Yeah, Superior Vision. Okay. Yeah. So that's why. I do still see the old one. So, if I- But if you want- ... log into MetLife, um, would I be able to, um, view my coverages? Yes, sir. Um... Okay. Do you want me to send you, 'cause I don't know, is like... I don't think the cards have changed, but if you want, I can send you your cards to your email address, and it has that contact information for the carrier. Oh, that would be great. That would be great, if you can do that. Okay. Yeah, 'cause once you get the cards, it's really easy. You really just have to call those numbers. Right, right. Um, but I'll go ahead and send you that information if you wish. Okay, yeah, that's perfect. Thank you so much. You're welcome, 'cause I'm not sure if, if it- if it might be different, but I'll just go ahead and send you that, so that you can just have it. Okay, thank you. Mm-hmm. Thank you. All right. Do you mind getting

put in a brief hold, while I send that over to your email? Oh, that's fine. Okay. Come on, baby. Thank you for- 20 cent increase notification. Do you know how you can receive it? Um, can you say that one more time? I'm sorry. Um, do you know that they're saying that you have received that email that I sent you? Huh. It should come from info@benefitcentercard.com. So I attached your three cards to that email, as well as the provider's phone numbers. Okay. Um, I can check that right now. And then the pharmacy's information as well. Um, yeah, I did receive it. Okay. Well, that's that, um, email that has the providers as well as your, like, policy number and all that stuff. Okay. Thank you so much. I appreciate it. You're welcome. Have a great day. You do the same. Thank you.

## 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: Um, how you doing today, Stephanie? I'm trying to figure out where do I go, um, to check my vision benefits.

Speaker speaker\_1: Okay, yeah, I can help you with that. Um, by any chance, do you have your cards already?

Speaker speaker\_2: Um, I do have a card. I've had, um, this insurance for a while, but I've never really used it. So, um-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... but I do have my card they gave me a while ago.

Speaker speaker\_1: Gotcha. So that card actually has the phone number of the providers.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so if you call that number, they could give you providers around your area that take that coverage. Um-

Speaker speaker\_2: Oh, well, this is the thing. It says for vision, I have superior vision. Um, I went online to the website to check, um, my coverages, which coverages I had, and it says that, um, that I'm not enrolled. That I don't have any coverage.

Speaker speaker\_1: Okay, let me get in your account then, um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: What staffing agency are you with?

Speaker speaker\_2: Um, MAU.

Speaker speaker\_1: Okay. And then what are the last four numbers of your Social?

Speaker speaker\_2: 6698.

Speaker speaker\_1: And your first and last name, please?

Speaker speaker\_2: Phillip Tate, T-A-T-E.

Speaker speaker\_1: And then the last name?

Speaker speaker\_2: Um, the... My first name is Phillip. The last name, Tate, T-A-T-E.

Speaker speaker\_1: Tate, okay. And then for security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: Um, 3801 Palmetto Avenue, Columbia, South Carolina, 29203.

Speaker speaker\_1: I'm sorry, what were those pho- first numbers?

Speaker speaker\_2: Um, 3801 Palmetto Avenue.

Speaker speaker\_1: Okay, um, so we have a different address on file. Do you remember a different one that we may have?

Speaker speaker\_2: Um, babe, what, what was the address from Frost? 6478 Frost Avenue, Columbia, South Carolina.

Speaker speaker\_1: Okay. Thank you. And then your date of birth?

Speaker speaker\_2: 12/20/85, 1985.

Speaker speaker\_1: Okay, do you want me to go ahead and update that address for you?

Speaker speaker\_2: Um, yes, ma'am. Can we do that, please? I moved from there.

Speaker speaker\_1: Okay. Yeah, what's your new address?

Speaker speaker\_2: 3801 Palmetto Avenue.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Columbia, South Carolina, 29203.

Speaker speaker\_1: Yeah. Okay, and then is your phone number still the 803-381-5817?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Can I have your first name, t803@gmail.com? Is that still up to date?

Speaker speaker\_2: Yep. Yep.

Speaker speaker\_1: Okay. So you actually ha- you do have coverage. You have vision, dental, and then the preventative plan. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: The carrier for vision is actually MetLife.

Speaker speaker\_2: MetLife? Okay. Yeah.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: On my old card, it has, uh...

Speaker speaker\_1: Superior Vision.

Speaker speaker\_2: Yeah, Superior Vision. Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: So that's why.

Speaker speaker\_1: I do still see the old one.

Speaker speaker\_2: So, if I-

Speaker speaker\_1: But if you want-

Speaker speaker\_2: ... log into MetLife, um, would I be able to, um, view my coverages?

Speaker speaker\_1: Yes, sir. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you want me to send you, 'cause I don't know, is like... I don't think the cards have changed, but if you want, I can send you your cards to your email address, and it has that contact information for the carrier.

Speaker speaker\_2: Oh, that would be great. That would be great, if you can do that.

Speaker speaker\_1: Okay. Yeah, 'cause once you get the cards, it's really easy. You really just have to call those numbers.

Speaker speaker\_2: Right, right.

Speaker speaker\_1: Um, but I'll go ahead and send you that information if you wish.

Speaker speaker\_2: Okay, yeah, that's perfect. Thank you so much.

Speaker speaker\_1: You're welcome, 'cause I'm not sure if, if it- if it might be different, but I'll just go ahead and send you that, so that you can just have it.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All right. Do you mind getting put in a brief hold, while I send that over to your email?

Speaker speaker\_2: Oh, that's fine.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Come on, baby.

Speaker speaker\_1: Thank you for- 20 cent increase notification. Do you know how you can receive it?

Speaker speaker\_4: Um, can you say that one more time? I'm sorry.

Speaker speaker\_1: Um, do you know that they're saying that you have received that email that I sent you?

Speaker speaker\_4: Huh.

Speaker speaker\_1: It should come from info@benefitcentercard.com. So I attached your three cards to that email, as well as the provider's phone numbers.

Speaker speaker\_4: Okay. Um, I can check that right now.

Speaker speaker\_1: And then the pharmacy's information as well.

Speaker speaker\_4: Um, yeah, I did receive it.

Speaker speaker\_1: Okay. Well, that's that, um, email that has the providers as well as your, like, policy number and all that stuff.

Speaker speaker\_4: Okay. Thank you so much. I appreciate it.

Speaker speaker\_1: You're welcome. Have a great day.

Speaker speaker\_4: You do the same. Thank you.