

## Transcript: Francesca

**Baez-5795591930691584-5390803074203648**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, my name is David Broome. Um, I just got this card in the mail yesterday, and I, I just don't know if it's official or what. But I'm just wanna activate it, I guess. Of course. Um, so if you got the card and it is a benefit card, it doesn't need to be activated. It means that the policy is self... Is already active if you receive it. Now, if it's in regards to the pay card- Oh. ... that the staffing company gives you, this will be the wrong number. Is it a benefit card that you have? A what? Yes, sir. Is it a benefit card or an A card? It is a benefit and... It's a benefit and a card. Benefits and a Card is what it says. So you called Benefits- And I need to get my benefits- ... in a Card, that will be the company that you just called. The only reason why our number or our name is in there is 'cause we're the administrator, but you do not have Benefits in a Card benefits. We're just the administrators. Those are actually Surge coverage. I'll have to go into your benefit card to... I mean, to your benefit account to see specifically which benefit card it is that you receive as well as the coverage of it. What are the last four of your Social? My last four is 8860. With Surge, correct? Yes. And what will be that last name for me? R- Spell it? It's B-R-O-O-M-E. All right. Broom. And for verification purposes, could you verify your mailing address for me and date of birth? My mailing address is 299 Creamery Road, which is Fredericksburg, Ohio, 44627. Uh, and my date of birth is 07-22-1975. I have contact, same phone number you called, 234-286-0422, with your email of the last name, oate25@gmail.com? Yes. Oh, okay. So I see where that specific benefit card came from. Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan, which is what you were enrolled into. Okay. So the card that you received was for that plan. You're gonna be able to have preventative services done under it. Um, and on those specifically will be such as your yearly annual physical, screening for blood pressure, iron deficiency, preventative counseling for a healthy diet or avoiding the exposures of the sun. Those also include the immunizations/vaccines like influenza, varicella, or tetanus, along with your generic preventative prescriptions such as statins or vitamins. In addition, it also comes with a free Rx membership, which will be for your prescriptions and a virtual urgent care package as well. Okay. Did you- So, basically- ... buy any... ... it's like a medical card basically, right? Yes, sir. It is a benefit card. You currently have insurance with Surge. Okay. Oh, it was... I- Mm-hmm. I didn't know. All right. Sorry to have- That's okay. ... wasted your time. No, sir, you did not. All right. Thank you. That's what we're here for. Um, I do wanna ask- Oh. ... have you registered for your free Rx membership for the prescriptions? I do have prescriptions, but just the one I'm taking for my high blood pressure, but that's about it. Okay. But did you register- And I got to get- ... for free Rx? ... a card for that? Huh? Yes, sir. But my question is, did you re- register for your free Rx services? That, I don't know. Okay. So I'll send you an email with the steps and links, as well as the link for the virtual urgent care where

you will go to- Okay. ... activate the account. All right. All right. Was there any other information I can provide to you? No, that's it. Hope you have a wonderful- Thank you. You're helpful. ... rest of your day. Of course. You too. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, my name is David Broome. Um, I just got this card in the mail yesterday, and I, I just don't know if it's official or what. But I'm just wanna activate it, I guess.

Speaker speaker\_0: Of course. Um, so if you got the card and it is a benefit card, it doesn't need to be activated. It means that the policy is self... Is already active if you receive it. Now, if it's in regards to the pay card-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... that the staffing company gives you, this will be the wrong number. Is it a benefit card that you have?

Speaker speaker\_1: A what?

Speaker speaker\_0: Yes, sir. Is it a benefit card or an A card?

Speaker speaker\_1: It is a benefit and... It's a benefit and a card. Benefits and a Card is what it says.

Speaker speaker\_0: So you called Benefits-

Speaker speaker\_1: And I need to get my benefits-

Speaker speaker\_0: ... in a Card, that will be the company that you just called. The only reason why our number or our name is in there is 'cause we're the administrator, but you do not have Benefits in a Card benefits. We're just the administrators. Those are actually Surge coverage. I'll have to go into your benefit card to... I mean, to your benefit account to see specifically which benefit card it is that you receive as well as the coverage of it. What are the last four of your Social?

Speaker speaker\_1: My last four is 8860.

Speaker speaker\_0: With Surge, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what will be that last name for me?

Speaker speaker\_1: R- Spell it? It's B-R-O-O-M-E.

Speaker speaker\_0: All right.

Speaker speaker\_1: Broom.

Speaker speaker\_0: And for verification purposes, could you verify your mailing address for me and date of birth?

Speaker speaker\_1: My mailing address is 299 Creamery Road, which is Fredericksburg, Ohio, 44627. Uh, and my date of birth is 07-22-1975.

Speaker speaker\_0: I have contact, same phone number you called, 234-286-0422, with your email of the last name, oate25@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Oh, okay. So I see where that specific benefit card came from. Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan, which is what you were enrolled into.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So the card that you received was for that plan. You're gonna be able to have preventative services done under it. Um, and on those specifically will be such as your yearly annual physical, screening for blood pressure, iron deficiency, preventative counseling for a healthy diet or avoiding the exposures of the sun. Those also include the immunizations/vaccines like influenza, varicella, or tetanus, along with your generic preventative prescriptions such as statins or vitamins. In addition, it also comes with a free Rx membership, which will be for your prescriptions and a virtual urgent care package as well.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you-

Speaker speaker\_1: So, basically-

Speaker speaker\_0: ... buy any...

Speaker speaker\_1: ... it's like a medical card basically, right?

Speaker speaker\_0: Yes, sir. It is a benefit card. You currently have insurance with Surge.

Speaker speaker\_1: Okay. Oh, it was... I-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I didn't know. All righty. Sorry to have-

Speaker speaker\_0: That's okay.

Speaker speaker\_1: ... wasted your time.

Speaker speaker\_0: No, sir, you did not.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: That's what we're here for. Um, I do wanna ask-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... have you registered for your free Rx membership for the prescriptions?

Speaker speaker\_1: I do have prescriptions, but just the one I'm taking for my high blood pressure, but that's about it.

Speaker speaker\_0: Okay. But did you register-

Speaker speaker\_1: And I got to get-

Speaker speaker\_0: ... for free Rx?

Speaker speaker\_1: ... a card for that? Huh?

Speaker speaker\_0: Yes, sir. But my question is, did you re- register for your free Rx services?

Speaker speaker\_1: That, I don't know.

Speaker speaker\_0: Okay. So I'll send you an email with the steps and links, as well as the link for the virtual urgent care where you will go to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... activate the account.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Was there any other information I can provide to you?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Hope you have a wonderful-

Speaker speaker\_1: Thank you. You're helpful.

Speaker speaker\_0: ... rest of your day. Of course.

Speaker speaker\_1: You too. Bye.