

## Transcript: Franchesca

**Baez-6259059410518016-5725189304926208**

### Full Transcript

Thank you for calling Benefits in a Permanent . May I assist you today? Okay. Um, I think I have insurance through you guys. What is it, medical insurance? I wouldn't know. I have to look for an account. What staffing company do you work with? I work, uh, under, uh, Surge. What is the last four of the social? 3953. And the last name, please? Walker. Please verify your mailing address and date of birth to make sure I have the right account. It is 125 Adams Court, Barnesville, Georgia 30204. And you said what else? Verify what else? Your date of birth. Uh, September 7th, 2001. We have best contact, same phone number that you called on, 404-217-9012? Yes. With the email of your first and last name seven at gmail.com? Yes, ma'am. Mm-hmm. So you do have insurance due to your staffing company's auto enrollment policy. That is a medical preventative only plan that has a network requirement. Mm-hmm. The only thing is, being preventative only is not going to cover you hospital indemnity services like doctor visits, urgent care, emergency room or surgeries. Mm-hmm. You said it won't cover? It will not. No, ma'am, 'cause those are not preventative services. Preventative is basically everything that you do to make sure that you're up to health. Anything that has to- But- ... treat an illness won't be covered. Mm, so like if I was to go to my OB, it wouldn't cover anything there? Unless it's preventative, no. Mm-hmm. Okay. All right. Well, thank you. That's all I wanted to know. Of course. Was there anything else that we can assist you with today? No, ma'am. Have a great day. All right. You, too.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Permanent . May I assist you today?

Speaker speaker\_1: Okay. Um, I think I have insurance through you guys. What is it, medical insurance?

Speaker speaker\_0: I wouldn't know. I have to look for an account. What staffing company do you work with?

Speaker speaker\_1: I work, uh, under, uh, Surge.

Speaker speaker\_0: What is the last four of the social?

Speaker speaker\_1: 3953.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Walker.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker\_1: It is 125 Adams Court, Barnesville, Georgia 30204. And you said what else? Verify what else?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Uh, September 7th, 2001.

Speaker speaker\_0: We have best contact, same phone number that you called on, 404-217-9012?

Speaker speaker\_1: Yes.

Speaker speaker\_0: With the email of your first and last name seven at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Mm-hmm. So you do have insurance due to your staffing company's auto enrollment policy. That is a medical preventative only plan that has a network requirement.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The only thing is, being preventative only is not going to cover you hospital indemnity services like doctor visits, urgent care, emergency room or surgeries.

Speaker speaker\_1: Mm-hmm. You said it won't cover?

Speaker speaker\_0: It will not. No, ma'am, 'cause those are not preventative services. Preventative is basically everything that you do to make sure that you're up to health. Anything that has to-

Speaker speaker\_1: But-

Speaker speaker\_0: ... treat an illness won't be covered.

Speaker speaker\_1: Mm, so like if I was to go to my OB, it wouldn't cover anything there?

Speaker speaker\_0: Unless it's preventative, no.

Speaker speaker\_1: Mm-hmm. Okay. All right. Well, thank you. That's all I wanted to know.

Speaker speaker\_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: All right. You, too.