

## **Transcript: Franchesca**

**Baez-6730706160402432-6389895539408896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... how can I assist you today? Hi, Jessica. I got a benefits card through Search The Temp Agency and I, I don't even know if I activated it but I misplaced it. She gave me your number and said that you guys could help me. Okay, my name is Francesca, ma'am, and how can we help you with the community benefits card to see if you are active? I needed, um... I mean, we could do both. I needed a new benefits card. What are the last three of your social and the last name please? 9872, last name Butler. Please verify your mailing address and date of birth for security purposes. That'd be 2905 Revere Street and what was the other one that you needed? Your date of birth. 10/19/05. We have the best number to reach you down as 775-899-0888. Yep. And we have your email down as first name mcartwright1222@gmail.com. Uh, yeah. All right ... while I get your benefits card. And you are aware that the current plan you're enrolled into is medical preventative only? It doesn't cover any visits to the hospital or doctor visits. So what does it cover? So it will only cover preventative services which are basically when you go to make sure that your health is good. Um, those would be like your screenings for blood pressure, for your iron deficiency, your counseling for, like, a healthy diet, avoiding UV exposures from the sun. And then it also covers your preventative immunizations. Okay, so that wouldn't like cover, a s-, like a CT scan or anything like that? A what? I'm sorry? It wouldn't cover like a CT scan or an ex- an x-ray? No, ma'am. So those are what they call hospital indemnity services. The only reason a doctor would issue them is because they know something could be wrong in that area which stays out of preventative. Does that make sense? Okay. Yes, it does. All right. So... So I went ahead and sent it to your email. Go ahead? No, it's okay. Sorry. Okay, I was just gonna say I sent it to your email. Um, that plan also does require network so I put in there the multi-plan provider which is a network provider for that plan, with their phone number and email for you in that email. Okay. All right, was there anything else that we can ... any questions you have about your plan? No, that's all. Thank you so much. You're welcome. Have a wonderful rest of your day and thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits ... how can I assist you today?

Speaker speaker\_2: Hi, Jessica. I got a benefits card through Search The Temp Agency and I, I don't even know if I activated it but I misplaced it. She gave me your number and said that

you guys could help me.

Speaker speaker\_1: Okay, my name is Francesca, ma'am, and how can we help you with the community benefits card to see if you are active?

Speaker speaker\_2: I needed, um... I mean, we could do both. I needed a new benefits card.

Speaker speaker\_1: What are the last three of your social and the last name please?

Speaker speaker\_2: 9872, last name Butler.

Speaker speaker\_1: Please verify your mailing address and date of birth for security purposes.

Speaker speaker\_2: That'd be 2905 Revere Street and what was the other one that you needed?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: 10/19/05.

Speaker speaker\_1: We have the best number to reach you down as 775-899-0888.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And we have your email down as first name mcartwright1222@gmail.com.

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: All right ... while I get your benefits card. And you are aware that the current plan you're enrolled into is medical preventative only? It doesn't cover any visits to the hospital or doctor visits.

Speaker speaker\_2: So what does it cover?

Speaker speaker\_1: So it will only cover preventative services which are basically when you go to make sure that your health is good. Um, those would be like your screenings for blood pressure, for your iron deficiency, your counseling for, like, a healthy diet, avoiding UV exposures from the sun. And then it also covers your preventative immunizations.

Speaker speaker\_2: Okay, so that wouldn't like cover, a s-, like a CT scan or anything like that?

Speaker speaker\_1: A what? I'm sorry?

Speaker speaker\_2: It wouldn't cover like a CT scan or an ex- an x-ray?

Speaker speaker\_1: No, ma'am. So those are what they call hospital indemnity services. The only reason a doctor would issue them is because they know something could be wrong in that area which stays out of preventative. Does that make sense?

Speaker speaker\_2: Okay. Yes, it does.

Speaker speaker\_1: All right.

Speaker speaker\_2: So...

Speaker speaker\_1: So I went ahead and sent it to your email. Go ahead?

Speaker speaker\_2: No, it's okay. Sorry.

Speaker speaker\_1: Okay, I was just gonna say I sent it to your email. Um, that plan also does require network so I put in there the multi-plan provider which is a network provider for that plan, with their phone number and email for you in that email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, was there anything else that we can ... any questions you have about your plan?

Speaker speaker\_2: No, that's all. Thank you so much.

Speaker speaker\_1: You're welcome. Have a wonderful rest of your day and thank you for your time today.