

## **Transcript: Justin**

**Mills-5805578254729216-6192147121750016**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, I have a question. My, my husband was, uh, g- given a website and this phone number to call, uh, for, for applying for insurance, health insurance. Mm-hmm. And, um, I don't know if, if you could speak with me about it or does it have to be with him? Um, yeah, I would actually then need to speak with him regarding this information. Well, he doesn't speak English. Okay, does he speak Spanish by any chance? Yes. Okay, we have Spanish-speaking agents available. Okay, can you just give me like, uh, what would be the name of the insurance to see if they cover... Uh... Yeah, so the main insurance carrier through us at Benefits and a Card would be American Public Life. American what? Public Life. I'm sorry, American Public? Life. L-I-F-E, Life. Life. And, um, do all the doctors accept it or... No, you would, you would have to stay in the MultiPlan network. Um, I do have their telephone number if need be to find providers in your location. All you have to do is, uh, provide them with your ZIP code. Uh, would it be 785-77? Um, I'm going to provide you with MultiPlan's telephone number, so you can call them to provide them with your ZIP code so they can provide you with that information. Okay. And their telephone number is 800-457-1403. Okay. I was also seeing the, the plan, and it's like \$20 for, for employee and spouse. Okay, um, so I would need to speak with your husband regarding that information. Okay, and what time do you close? Uh, 8:00 PM Eastern Standard Time, Monday through Friday. 8:00 PM. We're, we're in, in Central time. Okay, this is, we're in the Eastern Standard Z- Time zone, so it would be an hour ahead of you, since Central is a hour behind. Ah, okay. And if he decides to, uh... Are you guys open on Saturday? No, ma'am. Monday through Friday. And you open at what time? 8:00 AM to 8:00 PM Eastern Standard Time. So, 7:00 AM to 7:00 PM your time. Oh, okay. Um... You cannot give me any information, right? Correct, unfortunately, I cannot. N- not even about the plans if, if, um... 'cause, uh, I'm seeing here that, uh, there's one... How about the, the medicine? The, the, the pills? What about the medicine? Uh, is that separate or does it, does it fall under the insurance? Um, so there are medical plans that cover hospitals, doctors and medications, and then one medical plan that covers preventative services like annual exams, diabetes screenings, vaccinations, stuff like that. Okay, I'll just have him call on Monday. Thank you. You're welcome. You have a great day, okay?

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hello.

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yes, I have a question. My, my husband was, uh, g- given a website and this phone number to call, uh, for, for applying for insurance, health insurance.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, um, I don't know if, if you could speak with me about it or does it have to be with him?

Speaker speaker\_0: Um, yeah, I would actually then need to speak with him regarding this information.

Speaker speaker\_1: Well, he doesn't speak English.

Speaker speaker\_0: Okay, does he speak Spanish by any chance?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, we have Spanish-speaking agents available.

Speaker speaker\_1: Okay, can you just give me like, uh, what would be the name of the insurance to see if they cover...

Speaker speaker\_0: Uh... Yeah, so the main insurance carrier through us at Benefits and a Card would be American Public Life.

Speaker speaker\_1: American what?

Speaker speaker\_0: Public Life.

Speaker speaker\_1: I'm sorry, American Public?

Speaker speaker\_0: Life. L-I-F-E, Life.

Speaker speaker\_1: Life. And, um, do all the doctors accept it or...

Speaker speaker\_0: No, you would, you would have to stay in the MultiPlan network. Um, I do have their telephone number if need be to find providers in your location. All you have to do is, uh, provide them with your ZIP code.

Speaker speaker\_1: Uh, would it be 785-77?

Speaker speaker\_0: Um, I'm going to provide you with MultiPlan's telephone number, so you can call them to provide them with your ZIP code so they can provide you with that information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their telephone number is 800-457-1403.

Speaker speaker\_1: Okay. I was also seeing the, the plan, and it's like \$20 for, for employee and spouse.

Speaker speaker\_0: Okay, um, so I would need to speak with your husband regarding that information.

Speaker speaker\_1: Okay, and what time do you close?

Speaker speaker\_0: Uh, 8:00 PM Eastern Standard Time, Monday through Friday.

Speaker speaker\_1: 8:00 PM. We're, we're in, in Central time.

Speaker speaker\_0: Okay, this is, we're in the Eastern Standard Z- Time zone, so it would be an hour ahead of you, since Central is a hour behind.

Speaker speaker\_1: Ah, okay. And if he decides to, uh... Are you guys open on Saturday?

Speaker speaker\_0: No, ma'am. Monday through Friday.

Speaker speaker\_1: And you open at what time?

Speaker speaker\_0: 8:00 AM to 8:00 PM Eastern Standard Time. So, 7:00 AM to 7:00 PM your time.

Speaker speaker\_1: Oh, okay. Um... You cannot give me any information, right?

Speaker speaker\_0: Correct, unfortunately, I cannot.

Speaker speaker\_1: N- not even about the plans if, if, um... 'cause, uh, I'm seeing here that, uh, there's one... How about the, the medicine? The, the, the pills?

Speaker speaker\_0: What about the medicine?

Speaker speaker\_1: Uh, is that separate or does it, does it fall under the insurance?

Speaker speaker\_0: Um, so there are medical plans that cover hospitals, doctors and medications, and then one medical plan that covers preventative services like annual exams, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_1: Okay, I'll just have him call on Monday. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?