

## **Transcript: Justin**

**Mills-6090367131762688-4637796164747264**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I've got some questions about reinsurance. Mm-kay. What's the staffing agency you work for? Excuse me? What's the staffing agency you work for? Uh, Smithfield Aluminum. The staffing agency that you work for, to get that assigned man- MAU. MAU. And the last four of your social? 5429. And what was your first and last name? Howard Morris. And for security purposes, can you verify your home address, including city, state and zip code, Howard? 114 Howard Drive, Richville, South Carolina, 29472. And your date of birth? 4-27-1954. And a good telephone number I have is 822-0602. Yes. In the email I have is C-A-S-H-O-W-1-9-5-4 @yahoo? Yes. Mokay. How can I help you today? Um, on these, uh, insurance benefits, what do y'all pay? 'Cause I, I go to the doctor for y'all, y'all don't pay, hardly pay nothing. What do y'all pay? Um, I can email you a copy of a benefit guide, um, that shows what's covered, what's not covered, how much the insurance carrier will pay. Okay, do that, 'cause, um, I have turned claims in they, and it, it didn't cover it. Okay. Um, now are you going to a provider that's in network or out of network? Uh, I think it's in network. Okay. 'Cause I do know that in order for the insurance carrier to pay, you have to stay in network. Um, so let me email you a copy of a benefit guide. Okay. Um, but that email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Okay. And there are telephone numbers in the benefit guide as well to find those providers. Um, once you do call them, you have to provide them with your zip code, okay? All right. Okay. Well, is there anything else I could help you out with today, Mr. Morris? That should be it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. Buh-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, I've got some questions about reinsurance.

Speaker speaker\_1: Mm-kay. What's the staffing agency you work for?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: What's the staffing agency you work for?

Speaker speaker\_2: Uh, Smithfield Aluminum.

Speaker speaker\_1: The staffing agency that you work for, to get that assigned man-

Speaker speaker\_2: MAU. MAU.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 5429.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Howard Morris.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Howard?

Speaker speaker\_2: 114 Howard Drive, Richville, South Carolina, 29472.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4-27-1954.

Speaker speaker\_1: And a good telephone number I have is 822-0602.

Speaker speaker\_2: Yes.

Speaker speaker\_1: In the email I have is C-A-S-H-O-W-1-9-5-4 @yahoo?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Mokay. How can I help you today?

Speaker speaker\_2: Um, on these, uh, insurance benefits, what do y'all pay? 'Cause I, I go to the doctor for y'all, y'all don't pay, hardly pay nothing. What do y'all pay?

Speaker speaker\_1: Um, I can email you a copy of a benefit guide, um, that shows what's covered, what's not covered, how much the insurance carrier will pay.

Speaker speaker\_2: Okay, do that, 'cause, um, I have turned claims in they, and it, it didn't cover it.

Speaker speaker\_1: Okay. Um, now are you going to a provider that's in network or out of network?

Speaker speaker\_2: Uh, I think it's in network.

Speaker speaker\_1: Okay. 'Cause I do know that in order for the insurance carrier to pay, you have to stay in network. Um, so let me email you a copy of a benefit guide.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, but that email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. And there are telephone numbers in the benefit guide as well to find those providers. Um, once you do call them, you have to provide them with your zip code, okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today, Mr. Morris?

Speaker speaker\_2: That should be it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Buh-bye.

Speaker speaker\_2: Bye.