

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, yes. I need my policy number. Who do you work for, sir? Creative Circle. May I have the last four digits of your Social? 8186. Your first and last name? Sergio Robertson. Thank you. Mr. Robertson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 8517 Emerson Avenue, Apartment 3, Los Angeles, California 90045. Thank you for the information. We have a telephone number on file. Uh, 310-8- 988-9895, and your email is srobertla1@gmail.com? Yes. All right. So you need... You haven't received any of your card? Um, I've only gotten the dental one. Oh. But I haven't received the health one. All right. 'Cause they do not send it, um, a physical one. They send it, uh, digital to your email. Okay. But I'm going to go ahead and send you a copy. All right. Um, just bear with me. I want to put you in on hold. All right. Thank you. Thank you. Sir? Yeah. Mr. Robertson? Yeah. Thank you for holding. I went ahead and emailed you your ID card. Perfect. For your medical and vision. Um, check your spam and junk mail. It might go there. Okay. I got it. And all right. Anything else I can do for you, sir? No. A- and is... This is not full coverage, correct? This is not a real... Like it's insurance? No. They already have a set amount that they're gonna pay. Anything above that will be your responsibility. Um... Okay. Yeah. All right? So MRIs would not be included in this? Um, on the phone number... On the email that I sent you, the actual carrier phone number is there. I would suggest you to give them a call for tomorrow, 'cause they work with Eastern Time. Mm-hmm. And they will be able to exactly tell you how much you will be covered. Okay. 'Cause all I have here is like, um, diagnostic testing. It covers the \$250, so I'm not sure if that inc-... Is part of it. When you say they only... They cover 250, that means they only cover \$250 for an MRI? Yes. Well, I can't say if it will go towards the MRI. Um, like I said- Mm-hmm. ... I'm, you know, suggesting you to call the actual carrier, so they probably have- Mm-hmm. It's not listed here on my benefit guide. Mm-hmm. So they probably have another amount, I'm not sure, or if they even cover it, so... Got it. I suggest you to give them a call and they will be able to tell you the exact amount. All right. All right. Um, okay. Sounds good. Thank you so much. Thank you for giving us a call. Have a great rest of the day, sir. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, yes. I need my policy number.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 8186.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Sergio Robertson.

Speaker speaker_0: Thank you. Mr. Robertson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 8517 Emerson Avenue, Apartment 3, Los Angeles, California 90045.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. Uh, 310-8- 988-9895, and your email is srobertla1@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you need... You haven't received any of your card?

Speaker speaker_1: Um, I've only gotten the dental one.

Speaker speaker_0: Oh.

Speaker speaker_1: But I haven't received the health one.

Speaker speaker_0: All right. 'Cause they do not send it, um, a physical one. They send it, uh, digital to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: But I'm going to go ahead and send you a copy.

Speaker speaker_1: All right.

Speaker speaker_0: Um, just bear with me. I want to put you in on hold.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you. Sir?

Speaker speaker_1: Yeah.

Speaker speaker_0: Mr. Robertson?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you for holding. I went ahead and emailed you your ID card.

Speaker speaker_1: Perfect.

Speaker speaker_0: For your medical and vision. Um, check your spam and junk mail. It might go there.

Speaker speaker_1: Okay. I got it.

Speaker speaker_0: And all right. Anything else I can do for you, sir?

Speaker speaker_1: No. A- and is... This is not full coverage, correct? This is not a real... Like it's insurance?

Speaker speaker_0: No. They already have a set amount that they're gonna pay. Anything above that will be your responsibility. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. All right?

Speaker speaker_1: So MRIs would not be included in this?

Speaker speaker_0: Um, on the phone number... On the email that I sent you, the actual carrier phone number is there. I would suggest you to give them a call for tomorrow, 'cause they work with Eastern Time.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And they will be able to exactly tell you how much you will be covered.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause all I have here is like, um, diagnostic testing. It covers the \$250, so I'm not sure if that inc-... Is part of it.

Speaker speaker_1: When you say they only... They cover 250, that means they only cover \$250 for an MRI?

Speaker speaker_0: Yes. Well, I can't say if it will go towards the MRI. Um, like I said-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I'm, you know, suggesting you to call the actual carrier, so they probably have-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's not listed here on my benefit guide.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So they probably have another amount, I'm not sure, or if they even cover it, so...

Speaker speaker_1: Got it.

Speaker speaker_0: I suggest you to give them a call and they will be able to tell you the exact amount.

Speaker speaker_1: All right.

Speaker speaker_0: All right.

Speaker speaker_1: Um, okay. Sounds good. Thank you so much.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: You too. Bye-bye.