

## **Transcript: Pamela**

**Blanc-5398231845617664-6629972899971072**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey, how you doing? I got this text message from Wagner, and it was talking about, um, that I will be enrolled in a Med Plan the day after my first check. I was just trying to see, like, what is a Med Plan? That's all. Oh, okay. So it's a preventive care plan that the staffing agency offer to their employees. The way it works, you are responsible to pay for the doctor's visit. Um, the insurance gonna cover the actu- the actual procedure, um, let's say, you need to check your cholesterol, diabetes, mammogram, pap smear, then you have to use a participating provider. Okay. All right? Okay. That's all I wanted. Thank you. No problem. Thank you.

### **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: Hey, how you doing? I got this text message from Wagner, and it was talking about, um, that I will be enrolled in a Med Plan the day after my first check. I was just trying to see, like, what is a Med Plan? That's all.

Speaker speaker\_0: Oh, okay. So it's a preventive care plan that the staffing agency offer to their employees. The way it works, you are responsible to pay for the doctor's visit. Um, the insurance gonna cover the actu- the actual procedure, um, let's say, you need to check your cholesterol, diabetes, mammogram, pap smear, then you have to use a participating provider.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay. That's all I wanted. Thank you.

Speaker speaker\_0: No problem. Thank you.