

## Transcript: Pamela

**Blanc-5484325138382848-5883442087903232**

### Full Transcript

Thank you for calling Benefits in a Card. How may I help you? Hi. Um, I saw... Well, I talked to a doctor yesterday, and he ordered some labs. I was wondering, how do I get those, that lab order to be able to go into a lab place in my town? Okay. Um, you want to do some lab work? Yeah, he ordered some yesterday. Okay. And I got a text about it, so I just... I don't know where the lab order is. I called a, a testing place and they said that I'm not in their system, so I don't know if I have to have it physically. All right, so let, let's start by trying to find your file. Okay. What's the name of the staffing agency you work for? Um, Cara Staffing, which is now Verstellla. The last four digits of the Social? 2471. Your first and last name, ma'am? Renee McMillan. 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, 7701 West 4th Avenue in Kennewick, apartment B105. Uh, zip code is 99336. Okay. And date of birth, 05/11/96. All right, thank you for the information. So, you do not have your ID card still, or you do? Um, I do, I just... I didn't know how that works 'cause they looked up my name and I wasn't in their system, like, at all, so... Okay. So, y- you were in the system of the place that you're gonna do the, the blood work? Yeah. So, I live in the Tri-Cities and they, um... You can go to an independent lab and get your labs done. And I just called one of them and asked if... 'Cause sometimes they have 'em in, in their records already. Mm-hmm. So, I just was calling to see if they had it and they said no, so I was like, "Well, maybe I need to have it physically from you guys." Like, if I could get an email or have it faxed over to that location. I could send you the... What I could do is email you the ID card. Now, the plan that you have for your preventive care, that plan, you have to go to a participating provider in order for the benefits to be covered 100%. Okay. All right? Where is that? So, I'm going to put you in a brief hold and I'll pull up your ID card, and there you will find the number and the website that you can find the providers in your area. Okay. All right? Just bear with me. Mommy, I can't wait. You did? Yeah, I'm gonna get them. Mommy, you're eating your Easter bunny for lunch. Yeah. Are we getting lost? Sorry, buddy. Daddy, are we getting lost? No. When are we going to the hospital when we start eating? Because... Not yet. We gotta go to Ridgewood. Are we going to the library? Yep. Are we going to the library this afternoon? Yeah. Are we going to eat? Yeah, for lunch. I miss it. Are we going to go fast? Yep, for lunch. What, Winston? We're getting the Easter Bunny. What? We're getting the Easter Bunny. What notebook? This one. This one? Where? This. Oh, there it is. Hello? A minute. Can you hear me? Yeah. Okay. I have an email on file which is your first and last name at gmail.com. Yes. Um, I proceed to send you the email to, uh, for that email. It will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. I already received it. All right. Thank you for giving us a call today. Have a great rest of the day. Okay. Thank you. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. How may I help you?

Speaker speaker\_1: Hi. Um, I saw... Well, I talked to a doctor yesterday, and he ordered some labs. I was wondering, how do I get those, that lab order to be able to go into a lab place in my town?

Speaker speaker\_0: Okay. Um, you want to do some lab work?

Speaker speaker\_1: Yeah, he ordered some yesterday.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I got a text about it, so I just... I don't know where the lab order is. I called a, a testing place and they said that I'm not in their system, so I don't know if I have to have it physically.

Speaker speaker\_0: All right, so let, let's start by trying to find your file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Um, Cara Staffing, which is now Verstella.

Speaker speaker\_0: The last four digits of the Social?

Speaker speaker\_1: 2471.

Speaker speaker\_0: Your first and last name, ma'am?

Speaker speaker\_1: Renee McMillan.

Speaker speaker\_0: 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, 7701 West 4th Avenue in Kennewick, apartment B105. Uh, zip code is 99336.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And date of birth, 05/11/'96.

Speaker speaker\_0: All right, thank you for the information. So, you do not have your ID card still, or you do?

Speaker speaker\_1: Um, I do, I just... I didn't know how that works 'cause they looked up my name and I wasn't in their system, like, at all, so...

Speaker speaker\_0: Okay. So, y- you were in the system of the place that you're gonna do the, the blood work?

Speaker speaker\_1: Yeah. So, I live in the Tri-Cities and they, um... You can go to an independent lab and get your labs done. And I just called one of them and asked if... 'Cause sometimes they have 'em in, in their records already.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So, I just was calling to see if they had it and they said no, so I was like, "Well, maybe I need to have it physically from you guys." Like, if I could get an email or have it faxed over to that location.

Speaker speaker\_0: I could send you the... What I could do is email you the ID card. Now, the plan that you have for your preventive care, that plan, you have to go to a participating provider in order for the benefits to be covered 100%.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Where is that?

Speaker speaker\_0: So, I'm going to put you in a brief hold and I'll pull up your ID card, and there you will find the number and the website that you can find the providers in your area.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? Just bear with me.

Speaker speaker\_3: Mommy, I can't wait.

Speaker speaker\_1: You did?

Speaker speaker\_3: Yeah, I'm gonna get them. Mommy, you're eating your Easter bunny for lunch.

Speaker speaker\_1: Yeah.

Speaker speaker\_3: Are we getting lost?

Speaker speaker\_1: Sorry, buddy.

Speaker speaker\_3: Daddy, are we getting lost?

Speaker speaker\_1: No.

Speaker speaker\_3: When are we going to the hospital when we start eating?

Speaker speaker\_1: Because... Not yet. We gotta go to Ridgewood.

Speaker speaker\_3: Are we going to the library?

Speaker speaker\_1: Yep.

Speaker speaker\_3: Are we going to the library this afternoon?

Speaker speaker\_1: Yeah.

Speaker speaker\_3: Are we going to eat?

Speaker speaker\_1: Yeah, for lunch. I miss it.

Speaker speaker\_3: Are we going to go fast?

Speaker speaker\_1: Yep, for lunch. What, Winston?

Speaker speaker\_3: We're getting the Easter Bunny.

Speaker speaker\_1: What?

Speaker speaker\_3: We're getting the Easter Bunny.

Speaker speaker\_1: What notebook?

Speaker speaker\_3: This one.

Speaker speaker\_1: This one?

Speaker speaker\_3: Where?

Speaker speaker\_1: This.

Speaker speaker\_3: Oh, there it is.

Speaker speaker\_0: Hello? A minute. Can you hear me?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. I have an email on file which is your first and last name at gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Um, I proceed to send you the email to, uh, for that email. It will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_1: Okay. I already received it.

Speaker speaker\_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_1: Okay. Thank you. You too.