

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? I can barely hear you. My name is Steve and, um, I'm calling to inquire about my medical benefits. Who do you work for, sir? Um, uh, Vastela. Vastela, Vastela used to be called, uh, Terra Staffing, but they are now Vastela. May I have the last four digits of your Social so I can pull up your file? My Socials, the last four digit is 1980. 1-9-? 8-0. Your first and last name, sir. Steve Rhodes. Mr. Rhodes, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Uh, date of birth is, uh, December 24th, 1959. And my address is, uh, 4196 Southwest Tobago Terrace, Duverton, 97078. Thank you for the information. We have a telephone number on file, 971-901-7919, and your email is your first name 676@gmail.com. Correct. And your... And what would you- You've gone off again. ... like to know about? I want to know the extent of my medical coverage. When I go out to see the doctor am I supposed to pay? Is, uh, vision included and all that? Because money has been taken out for those things. I want to know what to expect when I go out there. You are enrolled in the medical, dental, vision. You have life insurance and the FreeRx which is our preventive, I mean, I'm sorry, our prescription plan. Yes. How much am I supposed to pay when I go to see the doctor and so on? Or when I go to see the optician? For the vision, you have a \$10 copay. For the eye exam, then a \$25 copay for your fitting and lenses, and the insurance going to give you \$130 that you could use towards the glass. Then you have the VIP Plus, VIP Plus plan C. Yeah, VIP Plus, what does that mean? That's what I was trying to find. That's the name of your plan. Yes. That's the name of your plan, sir. So if you go to the doctor's office, the insurance is going to cover \$100 towards the visit, and you have four visits per year. Okay. Okay. Uh-huh. \$100 for a visit and four visits a year. Okay. All right. Okay. Is that all? And have you seen the benefit guide when you enrolled? Yeah, I have the benefit card here with me. Okay. So if you have the benefit guide, on page two there is the name of your benefits so that way you able to see how much the insurance going to cover for any of the procedures listed there, which is gonna be easier for you to understand it. And- So- ... and you have- Can you send it... Just tell me, because it's just the card I have here, I'm going to be honest with you. Can you send that to my email so that I can sit down and read up on it? Sure. No problem. Good. So I'm going to send it- Please, do that for me. ... to 6... Yes, please. Uh, 676. Yes. Um, so when you get it, uh, you're gonna look for- Yes. ... the name of the VIP Plus, which is your plan. Yes. Yes. And under that plan, you're gonna be able to see how much the insurance cover for the procedures- Yes. ... listed there. Also, you will be able to see the dental and the rest of the plans that you are enrolled in. Thank you so much. Thank you kindly. Yeah. If- So I'm waiting to get it now. Yeah. Okay. So is there anything else I could do for you, sir? No, that will be it for now. Thank you so much. Okay. Okay. Thank you. All right. Bye-bye. The email has gotten from info...

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: I can barely hear you. My name is Steve and, um, I'm calling to inquire about my medical benefits.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Um, uh, Vastela. Vastela, Vastela used to be called, uh, Terra Staffing, but they are now Vastela.

Speaker speaker\_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: My Socials, the last four digit is 1980.

Speaker speaker\_0: 1-9-?

Speaker speaker\_1: 8-0.

Speaker speaker\_0: Your first and last name, sir.

Speaker speaker\_1: Steve Rhodes.

Speaker speaker\_0: Mr. Rhodes, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: Uh, date of birth is, uh, December 24th, 1959. And my address is, uh, 4196 Southwest Tobago Terrace, Duverton, 97078.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 971-901-7919, and your email is your first name 676@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your... And what would you-

Speaker speaker\_1: You've gone off again.

Speaker speaker\_0: ... like to know about?

Speaker speaker\_1: I want to know the extent of my medical coverage. When I go out to see the doctor am I supposed to pay? Is, uh, vision included and all that? Because money has been taken out for those things. I want to know what to expect when I go out there.

Speaker speaker\_0: You are enrolled in the medical, dental, vision. You have life insurance and the FreeRx which is our preventive, I mean, I'm sorry, our prescription plan.

Speaker speaker\_1: Yes. How much am I supposed to pay when I go to see the doctor and so on? Or when I go to see the optician?

Speaker speaker\_0: For the vision, you have a \$10 copay. For the eye exam, then a \$25 copay for your fitting and lenses, and the insurance going to give you \$130 that you could use towards the glass. Then you have the VIP Plus, VIP Plus plan

Speaker speaker\_2: C.

Speaker speaker\_1: Yeah, VIP Plus, what does that mean? That's what I was trying to find.

Speaker speaker\_0: That's the name of your plan.

Speaker speaker\_1: Yes.

Speaker speaker\_0: That's the name of your plan, sir. So if you go to the doctor's office, the insurance is going to cover \$100 towards the visit, and you have four visits per year.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: \$100 for a visit and four visits a year. Okay. All right. Okay. Is that all?

Speaker speaker\_0: And have you seen the benefit guide when you enrolled?

Speaker speaker\_1: Yeah, I have the benefit card here with me.

Speaker speaker\_0: Okay. So if you have the benefit guide, on page two there is the name of your benefits so that way you able to see how much the insurance going to cover for any of the procedures listed there, which is gonna be easier for you to understand it. And-

Speaker speaker\_1: So-

Speaker speaker\_0: ... and you have-

Speaker speaker\_1: Can you send it... Just tell me, because it's just the card I have here, I'm going to be honest with you. Can you send that to my email so that I can sit down and read up on it?

Speaker speaker\_0: Sure. No problem.

Speaker speaker\_1: Good.

Speaker speaker\_0: So I'm going to send it-

Speaker speaker\_1: Please, do that for me.

Speaker speaker\_0: ... to 6...

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Uh, 676.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Um, so when you get it, uh, you're gonna look for-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... the name of the VIP Plus, which is your plan.

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: And under that plan, you're gonna be able to see how much the insurance cover for the procedures-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... listed there. Also, you will be able to see the dental and the rest of the plans that you are enrolled in.

Speaker speaker\_1: Thank you so much. Thank you kindly.

Speaker speaker\_0: Yeah. If-

Speaker speaker\_1: So I'm waiting to get it now. Yeah.

Speaker speaker\_0: Okay. So is there anything else I could do for you, sir?

Speaker speaker\_1: No, that will be it for now. Thank you so much.

Speaker speaker\_0: Okay. Okay.

Speaker speaker\_1: Thank you. All right. Bye-bye.

Speaker speaker\_0: The email has gotten from info...