

## **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, um, I guess I'm... I can sign up for Benefits in a Card? I received some documentation, um, a brochure, and I'm a little confused about what, uh, w- what the options are. Okay. So, what's the name of the staffing agency you work for? Um, Time Staffing. All right. And the last four digits of your social? 8718. 8718? Correct. Okay, 8718-8718. I have your first and last name here. And your first and last name, ma'am? Caroline Wallen. So, Wallen, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. The address is 522 West Sandusky Street, Findlay, Ohio, and my birth date is July 27th, 1967. Thank you. We have a telephone number on file for 419-722-4416. Your email is carolbellac@gmail.com? Correct. Okay. Right. So, uh, on the fifth, did you receive the email with the benefit guide? Yes. Okay. So, this insurance are not like major insurance. They have already a set amount that they're going to pay. Anything above that amount will be your responsibility. For example, on the benefit guide, under each plan, the amount that you see there, that's the amount that insurance gonna cover. Um- So- so you're s- the Stay Healthy, the VIP Standard and the VIP Classic. Classic, yes. So, for the Stay Healthy, you're gonna see that nothing is included. It's because the Stay Healthy is a preventive care plan. Uh-huh. That plan, uh, the insurance is gonna cover the actual procedure. You have to use a participating provider, and it has to be for preventive care. Let's say you need to do your cholesterol screening, diabetes, uh, mammogram, pap smear. The insurance gonna cover those procedures but you will have to cover, or pay for, the doctor's visit. And make sure you go to a participating provider, like I said, for the benefits to be covered. Now, the, the VIP Standard and the VIP Classic, the difference, uh, between them is the amount that you're gonna be paying per paycheck and what amount that insurance gonna cover. Like, uh, you can see for doctor's visit, the insurance is gonna cover \$50, um, towards the visits, and you have four visits per year. And- Uh, I'm having... I'm kind of having a hard time understanding y- you. I'm sorry, do you have an accent? It's like- No problem. I understand. I'm sorry. No, that's fine. So, I, I don't- I know my..... able to assist you. If you don't mind. I could have- I'm sorry? I could have someone else- Okay. ... reach out to you and, and they'll be able to assist you, as soon as- Yeah. ... they're done with the other call. What? Um, he's in another call right now. I could have him- Okay. ... call you back as soon as he's done. Okay. In a couple of minutes. Okay. All right? Okay. All right. I'm sorry. But thank you. No problem. All right. Thank you. I'm sorry.

### **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, um, I guess I'm... I can sign up for Benefits in a Card? I received some documentation, um, a brochure, and I'm a little confused about what, uh, w- what the options are.

Speaker speaker\_0: Okay. So, what's the name of the staffing agency you work for?

Speaker speaker\_1: Um, Time Staffing.

Speaker speaker\_0: All right. And the last four digits of your social?

Speaker speaker\_1: 8718.

Speaker speaker\_0: 8718?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, 8718-8718. I have your first and last name here. And your first and last name, ma'am?

Speaker speaker\_1: Caroline Wallen.

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

Speaker speaker\_1: The address is 522 West Sandusky Street, Findlay, Ohio, and my birth date is July 27th, 1967.

Speaker speaker\_0: Thank you. We have a telephone number on file for 419-722-4416. Your email is carolbellac@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Right. So, uh, on the fifth, did you receive the email with the benefit guide?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, this insurance are not like major insurance. They have already a set amount that they're going to pay. Anything above that amount will be your responsibility. For example, on the benefit guide, under each plan, the amount that you see there, that's the amount that insurance gonna cover. Um-

Speaker speaker\_1: So- so you're s- the Stay Healthy, the VIP Standard and the VIP Classic.

Speaker speaker\_0: Classic, yes. So, for the Stay Healthy, you're gonna see that nothing is included. It's because the Stay Healthy is a preventive care plan.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: That plan, uh, the insurance is gonna cover the actual procedure. You have to use a participating provider, and it has to be for preventive care. Let's say you need to

do your cholesterol screening, diabetes, uh, mammogram, pap smear. The insurance gonna cover those procedures but you will have to cover, or pay for, the doctor's visit. And make sure you go to a participating provider, like I said, for the benefits to be covered. Now, the, the VIP Standard and the VIP Classic, the difference, uh, between them is the amount that you're gonna be paying per paycheck and what amount that insurance gonna cover. Like, uh, you can see for doctor's visit, the insurance is gonna cover \$50, um, towards the visits, and you have four visits per year. And-

Speaker speaker\_1: Uh, I'm having... I'm kind of having a hard time understanding y- you. I'm sorry, do you have an accent? It's like-

Speaker speaker\_0: No problem. I understand.

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: No, that's fine.

Speaker speaker\_1: So, I, I don't-

Speaker speaker\_0: I know my..... able to assist you. If you don't mind. I could have-

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: I could have someone else-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... reach out to you and, and they'll be able to assist you, as soon as-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... they're done with the other call.

Speaker speaker\_1: What?

Speaker speaker\_0: Um, he's in another call right now. I could have him-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... call you back as soon as he's done.

Speaker speaker\_1: Okay.

Speaker speaker\_0: In a couple of minutes.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay. All right. I'm sorry. But thank you.

Speaker speaker\_0: No problem. All right. Thank you.

Speaker speaker\_1: I'm sorry.