

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefit Dental Card. This is Pamela speaking. How may I help you? Hi, Pamela. We just got transferred over to your insurance, and we haven't got our cards yet for the, you know, for the APL or the NAC. But there's a number we can give the, the doctor, right? To verify coverage. Okay, so let me pull up the file and see if I could get that information for you. Okay. May I have the name of the staffing agency you work for? Um, SST. Oh, okay. Superior, Superior Skills Trade. And the last four digits of the so- of social? 3-9-6-8. 3-9-6-8. First and last name, sir? Yes, ma'am. Luis Padilla. Padilla? Okay. That's it. All right. Mr. Padilla, for security reasons, just to make sure I am in the correct file, I need to verify your complete address and date of birth, please. Okay, it's 113 Rooster Way, General, Texas. 7-8-76537-011653. Thank you for the information. Mm-hmm. We have a telephone number on file, 512-779-2135. Yes, ma'am. And the email is lplp1024@gmail. Yes, ma'am. Please hold, Mr. Padilla, so I could- Sure. ... check if I have the ID cards available, and I will- Okay. ... just send you the digital cards to your email. All right? Oh, thank you. Just bear with me, please. All right. Mm-hmm. ... you know? Yeah. Okay. Yeah. Yes, ma'am. Thank you for holding. I proceeded to email you the ID card. Check your- Okay. ... spam or junk email there and it's coming in from Info, uh, Benefits and a Card. Okay. Uh, you already sent it? Yes, sir. Now, let me ask a question. Now, this card is for... Yeah, I got it. So, this card is for both the MEC and the doctor? The, um- The ID card? ... the one on the, on the feed, on the PDF file- Mm-hmm. ... is one that says MEC Plan and Vision. That's for- Okay. ... MEC plan for your vision, and also, it's one for the VIP Classic, which is your other medical plan. So, you have both of them- Okay, so which- ... as well. Okay, so the MEC Plan and Vision, the, the, um... Let me look at it. Let me just look at it. You have, you should have three different PDF file, because you got- I do, yeah. ... them sent as well. Yes, I do, um, um, oh. Where did it go? Okay, the ID card it says, oh, APL, okay. So, my wife could use this one too, as well? Yes. Okay. There's... Okay, there's that one. Okay. Hmm. Why did it do that too? I just closed it. Okay, so I got all three cards. So, because last time they, they, like, for, um, the, um, for routine checkups, MECs, um... Oh, here it is, MEC Plan and Vision. That one you give to the doctor as well when you're going for, um, what would you call it? Um- Your physical, like checking cholesterol and everything. Physical, stuff like that, right? Preventative care. That's when you give to them for that, right? Yeah. Okay, I get it. Yeah. Totally makes sense. Okay. Well, thank you very much, ma'am. Now call VR. It's on, uh, phone number for MultiPlan. That's who you're going to call to get the information for the providers in your area. Okay, and the phone number is on the MultiPlan or on the other ID card? It should, it should be on the ID card and on the email as well. The phone number? The phone number for MultiPlan. Oh, the phone... I'm sorry . Okay. All right, thank you very much, ma'am. You've been very helpful. And, but are they going to mail them as well? Yes. Okay, perfect. All right, thank you very much. Mm-hmm. Thank you

for giving us- Okay, bye. ... a call. Have a great rest of the day, sir. You too. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi, Pamela. We just got transferred over to your insurance, and we haven't got our cards yet for the, you know, for the APL or the NAC. But there's a number we can give the, the doctor, right? To verify coverage.

Speaker speaker\_0: Okay, so let me pull up the file and see if I could get that information for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: May I have the name of the staffing agency you work for?

Speaker speaker\_1: Um, SST.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Superior, Superior Skills Trade.

Speaker speaker\_0: And the last four digits of the so- of social?

Speaker speaker\_1: 3-9-6-8.

Speaker speaker\_0: 3-9-6-8. First and last name, sir?

Speaker speaker\_1: Yes, ma'am. Luis Padilla.

Speaker speaker\_0: Padilla? Okay.

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. Mr. Padilla, for security reasons, just to make sure I am in the correct file, I need to verify your complete address and date of birth, please.

Speaker speaker\_1: Okay, it's 113 Rooster Way, General, Texas. 7-8- 76537-011653.

Speaker speaker\_0: Thank you for the information.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: We have a telephone number on file, 512-779-2135.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And the email is lp1024@gmail.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Please hold, Mr. Padilla, so I could-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... check if I have the ID cards available, and I will-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... just send you the digital cards to your email. All right?

Speaker speaker\_1: Oh, thank you.

Speaker speaker\_0: Just bear with me, please.

Speaker speaker\_1: All right. Mm-hmm.

Speaker speaker\_0: ... you know? Yeah. Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_0: Thank you for holding. I proceeded to email you the ID card. Check your-

Speaker speaker\_3: Okay.

Speaker speaker\_0: ... spam or junk email there and it's coming in from Info, uh, Benefits and a Card.

Speaker speaker\_3: Okay. Uh, you already sent it?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_3: Now, let me ask a question. Now, this card is for... Yeah, I got it. So, this card is for both the MEC and the doctor?

Speaker speaker\_0: The, um-

Speaker speaker\_3: The ID card?

Speaker speaker\_0: ... the one on the, on the feed, on the PDF file-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: ... is one that says MEC Plan and Vision. That's for-

Speaker speaker\_3: Okay.

Speaker speaker\_0: ... MEC plan for your vision, and also, it's one for the VIP Classic, which is your other medical plan. So, you have both of them-

Speaker speaker\_3: Okay, so which-

Speaker speaker\_0: ... as well.

Speaker speaker\_3: Okay, so the MEC Plan and Vision, the, the, um... Let me look at it. Let me just look at it.

Speaker speaker\_0: You have, you should have three different PDF file, because you got-

Speaker speaker\_3: I do, yeah.

Speaker speaker\_0: ... them sent as well.

Speaker speaker\_3: Yes, I do, um, um, oh. Where did it go? Okay, the ID card it says, oh, APL, okay. So, my wife could use this one too, as well?

Speaker speaker\_0: Yes.

Speaker speaker\_3: Okay. There's... Okay, there's that one. Okay. Hmm. Why did it do that too? I just closed it. Okay, so I got all three cards. So, because last time they, they, like, for, um, the, um, for routine checkups, MECs, um... Oh, here it is, MEC Plan and Vision. That one you give to the doctor as well when you're going for, um, what would you call it? Um-

Speaker speaker\_0: Your physical, like checking cholesterol and everything.

Speaker speaker\_3: Physical, stuff like that, right?

Speaker speaker\_0: Preventative care.

Speaker speaker\_3: That's when you give to them for that, right?

Speaker speaker\_0: Yeah.

Speaker speaker\_3: Okay, I get it.

Speaker speaker\_0: Yeah.

Speaker speaker\_3: Totally makes sense. Okay. Well, thank you very much, ma'am.

Speaker speaker\_0: Now call VR. It's on, uh, phone number for MultiPlan. That's who you're going to call to get the information for the providers in your area.

Speaker speaker\_3: Okay, and the phone number is on the MultiPlan or on the other ID card?

Speaker speaker\_0: It should, it should be on the ID card and on the email as well.

Speaker speaker\_3: The phone number?

Speaker speaker\_0: The phone number for MultiPlan.

Speaker speaker\_3: Oh, the phone... I'm sorry . Okay. All right, thank you very much, ma'am. You've been very helpful. And, but are they going to mail them as well?

Speaker speaker\_0: Yes.

Speaker speaker\_3: Okay, perfect. All right, thank you very much.

Speaker speaker\_0: Mm-hmm. Thank you for giving us-

Speaker speaker\_3: Okay, bye.

Speaker speaker\_0: ... a call. Have a great rest of the day, sir.

Speaker speaker\_3: You too. Bye.