

## Transcript: VICTORIA

**Taylor-4910988799033344-5379707169980416**

### Full Transcript

Thank you for calling Benefits on a Card, this is Satoria. How can I help you? Hi, Satoria. Um, I, I called earlier, I was choppy. Do I sound clear to you? Uh, I can hear you just fine. Okay. Uh, I was calling, um... I work for a, uh, Adapt HR who has, um, I guess contracted you guys. Um, I call- I was calling for my benefits because, um, I'm in a lot of pain. I wanna go get, you know, checked up, but I wanted to make sure, I guess, my account's activated and everything's good to go- use it if I can. Okay. What's the last four of your Social? Uh, 6165. And your first and last name? Antione, uh, A-n-t-i-o-n-e. Last name Harris. Do you mind verifying your address and date of birth? Yeah. August 31st, '97, and then the address is 721, uh, High, uh, High Grove Court, um, Hinesville, uh, Georgia 31313. And then phone number 605-548-2738? Say it again. Phone number 605-548-2738. Uh, 606. Okay. And then email is first name, uh, sixzeroonezero@gmail.com. Yes. All righty, um, let's see. So you do have, uh, coverage with us. It looks like you have the MEC, teleRX, dental, vision and behavioral health, and it is currently active. Um, now the medical plan that you have is specifically for, like, your preventative services, so that's things like yearly physicals, vaccinations and preventive -ings. Um, it does also come with the virtual urgent care as well as a subscription to, uh, FreeRX, which is like a prescription plan. Do you have your ID card? Uh, I'm not sure. I'm gonna check the mail when I get home. Okay. Uh, was there anything else you might need help with? I'm sorry, ??? I'm sorry, what was that? I'm sorry, I didn't mean to cut you off. What were you saying? Oh, I was just... No, you didn't cut me off. I was just asking if you needed help with anything else. No, no, no, no. I'm sorry, just one more time, what did I cover so I, so I, I remember it? So the medical plan you have is for, like, your preventative services, yearly physicals, vaccinations and preventative screenings. Okay. It also comes with virtual urgent care, and it comes with a subscription to FreeRX, which is a, uh, prescription plan. Okay. Well, shit, I do need a... you said a yearly, um, you said checkup? Yes. Physicals. Okay. Oh, I haven't done one in, like, I don't know, years anyway, so you think I can... if I tell them that, will it be fine? Well, to be, uh, to be covered, I guess? Okay. Well, what are you trying to, uh, get done? Well, the physical aspect, I do need to get that done, so... Well, then I, I'll just show them the ID card and just, uh, do everything else. Yeah. So you, you wanna make sure you stay within the multi-plan network. On the ID card, there should be instructions on how to check that. There's a website you can go onto or a phone number that you can call to find a provider in-network. But again, yes, your, your medical plan covers your preventative services, so yearly physicals, vaccinations and preventative screenings would be covered at 100%. However, you do have to stay in network. Okay. Uh, okay. Okay. Okay. Now I understand it. Okay. Thank you. You're welcome. Do you need help with anything else? No, no, ma'am. That, that'll be all. Um, if the ID is not there, um, do I just... can I go online and see if I can pull it up that way? Um, I can just email them to you. Uh, that works too. ??? All righty.

All righty. Thank you very much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Satoria. How can I help you?

Speaker speaker\_1: Hi, Satoria. Um, I, I called earlier, I was choppy. Do I sound clear to you?

Speaker speaker\_0: Uh, I can hear you just fine.

Speaker speaker\_1: Okay. Uh, I was calling, um... I work for a, uh, Adapt HR who has, um, I guess contracted you guys. Um, I call- I was calling for my benefits because, um, I'm in a lot of pain. I wanna go get, you know, checked up, but I wanted to make sure, I guess, my account's activated and everything's good to g- use it if I can.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: Uh, 6165.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Antione, uh, A-n-t-i-o-n-e. Last name Harris.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. August 31st, '97, and then the address is 721, uh, High, uh, High Grove Court, um, Hinesville, uh, Georgia 31313.

Speaker speaker\_0: And then phone number 605-548-2738?

Speaker speaker\_1: Say it again.

Speaker speaker\_0: Phone number 605-548-2738.

Speaker speaker\_1: Uh, 606.

Speaker speaker\_0: Okay. And then email is first name, uh, sixzeroonezero@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty, um, let's see. So you do have, uh, coverage with us. It looks like you have the MEC, teleRX, dental, vision and behavioral health, and it is currently active. Um, now the medical plan that you have is specifically for, like, your preventative services, so that's things like yearly physicals, vaccinations and preventive -ings. Um, it does also come with the virtual urgent care as well as a subscription to, uh, FreeRX, which is like a prescription plan. Do you have your ID card?

Speaker speaker\_1: Uh, I'm not sure. I'm gonna check the mail when I get home.

Speaker speaker\_0: Okay. Uh, was there anything else you might need help with?

Speaker speaker\_1: I'm sorry, ???

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: I'm sorry, I didn't mean to cut you off. What were you saying?

Speaker speaker\_0: Oh, I was just... No, you didn't cut me off. I was just asking if you needed help with anything else.

Speaker speaker\_1: No, no, no, no. I'm sorry, just one more time, what did I cover so I, so I, I remember it?

Speaker speaker\_0: So the medical plan you have is for, like, your preventative services, yearly physicals, vaccinations and preventative screenings.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It also comes with virtual urgent care, and it comes with a subscription to FreeRX, which is a, uh, prescription plan.

Speaker speaker\_1: Okay. Well, shit, I do need a... you said a yearly, um, you said checkup?

Speaker speaker\_0: Yes. Physicals.

Speaker speaker\_1: Okay. Oh, I haven't done one in, like, I don't know, years anyway, so you think I can... if I tell them that, will it be fine? Well, to be, uh, to be covered, I guess?

Speaker speaker\_0: Okay. Well, what are you trying to, uh, get done?

Speaker speaker\_1: Well, the physical aspect, I do need to get that done, so... Well, then I, I'll just show them the ID card and just, uh, do everything else.

Speaker speaker\_0: Yeah. So you, you wanna make sure you stay within the multi-plan network. On the ID card, there should be instructions on how to check that. There's a website you can go onto or a phone number that you can call to find a provider in-network. But again, yes, your, your medical plan covers your preventative services, so yearly physicals, vaccinations and preventative screenings would be covered at 100%. However, you do have to stay in network.

Speaker speaker\_1: Okay. Uh, okay. Okay. Okay. Now I understand it. Okay. Thank you.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_1: No, no, ma'am. That, that'll be all. Um, if the ID is not there, um, do I just... can I go online and see if I can pull it up that way?

Speaker speaker\_0: Um, I can just email them to you.

Speaker speaker\_1: Uh, that works too. ???

Speaker speaker\_0: All righty.

Speaker speaker\_1: All righty. Thank you very much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.