

## Transcript: VICTORIA

**Taylor-5838234981679104-5158087450345472**

### Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Yes, ma'am, Ms. Victoria. This is Edward Culpepper. I am wondering what my copay is for my insurance. Okay. What's the, uh, name of the agency you work for? It's, uh, Surge Staffing. Okay. And the last four of your Social? 0953. All righty. Do you mind verifying your address and date of birth? 3722 52nd Court Southwest, Lanett, Alabama 36863. Date of birth is 9/17/1967. Okay. And then phone number is 334-476-3435? Yes, ma'am. And then email is gonna be first initial, last name, fifteen@gmail.com. Correct. Okay. Um, so the only thing that would have a copayment is... Looks like it's, like, for prescriptions. Um, it would either be a \$10 copayment, \$20 copayment, or a \$30 copayment, just depending on the prescription. Um... Okay. But, like, if you were to go to a physician's office, the way that it works is the insurance is gonna pay a set dollar amount for a certain amount of days, and then you just pay the remainder of the bill. So for a physician's office, they'll pay \$50 a day with a max of four days. Um, urgent care is the same thing, \$50 a day with a max of four days. Um, for things like the emergency room, they'll pay \$50 a day with a max of two days. All right. I appreciate it. Yes, sir. Did you need help with anything else? That's it. All right. You have a wonderful day. Thank you. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, ma'am, Ms. Victoria. This is Edward Culpepper. I am wondering what my copay is for my insurance.

Speaker speaker\_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker\_1: It's, uh, Surge Staffing.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 0953.

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

Speaker speaker\_1: 3722 52nd Court Southwest, Lanett, Alabama 36863. Date of birth is 9/17/1967.

Speaker speaker\_0: Okay. And then phone number is 334-476-3435?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be first initial, last name, fifteen@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, so the only thing that would have a copayment is... Looks like it's, like, for prescriptions. Um, it would either be a \$10 copayment, \$20 copayment, or a \$30 copayment, just depending on the prescription. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: But, like, if you were to go to a physician's office, the way that it works is the insurance is gonna pay a set dollar amount for a certain amount of days, and then you just pay the remainder of the bill. So for a physician's office, they'll pay \$50 a day with a max of four days. Um, urgent care is the same thing, \$50 a day with a max of four days. Um, for things like the emergency room, they'll pay \$50 a day with a max of two days.

Speaker speaker\_1: All right. I appreciate it.

Speaker speaker\_0: Yes, sir. Did you need help with anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you.