

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? I, I'm Victoria. This is my first time having insurance from a long time. So, uh, I got my, uh, uh, I got a email saying that, uh, you know, welcome to, um, Benefits in a Card. I did receive a card, but I upgraded my plan when they told me that they were gonna send me another card, and I haven't received that yet. But I did re- you know, receive the email saying that my, uh, account is activated. I'm just trying to verify it. Okay. What's the name of the agency you work for? Surge. S-U-R-G-E. Surge Staffing. And the last four of your Social? 8630. And your first and last name. Alan Martinez. Okay. Do you mind verifying your address and date of birth? It's 257 South Mulberry Street, Hagerstown, Maryland, 21740. My date of birth is 11-29-1970. Phone number 321-432-3873? Correct. And then email is gonna be your first name and then ramiro32@gmail.com. Gmail.com. Correct. Yep. Okay. So, it looks like the medical plan that you have, the ID card for that is typically emailed versus sent out by mail. Okay. And then the dental and vision you get by mail. Right. Have you not received? I've received the dental, but not the vision. Okay. Um, I can email you copies of all your ID cards. Okay. That would be awesome. Now, uh, how do I get started off? Do I have to find me a primary care provider first? Is that the first step that I should do? Um, well, for the medical plan you have, you don't have to stay in network, but if you want to stay in network, you can go onto multiplan.com. And that's the- Okay. ... network's website and that'll help you find a provider in the network. And then w- when I go to that primary care provider, uh, that doctor will be like my doctor, correct? I, I would assume so, yeah. I, I- Yeah. ... mean we're just your benefits administrators. Okay. So I, I don't know too much about how primary care providers work personally. Okay. Okay. You see, I, I have to find this information out 'cause I'm, I'm more clueless than you are when it comes to this. Like I said, I hadn't had insurance in years, you know. You know, I hear all these terms, you know, primary care provider and then, uh, I, I'm, you know, I'm assuming that's what it is, your primary care physician. And you, and then you go to him for problems and then if he can't, uh, solve it, he'll refer you to a, a specialist or something like that. I mean, I'm assuming that's how that works. Yeah. Same here. That's what I would assume. But if y- I mean, I would just look up primary care providers in your area and then you can call that provider's office and maybe they can explain it to you a little bit better how it works. Okay. Okay. All right. N- Now, how do I get a list of my primary care providers? Uh, I, I don't think that we have a list of primary care providers. Like I said, you can go onto the Multiplan website and that will help you- Okay. ... find a provider in network. Okay. Okay. That's what I'll do then. All right. Thank you so much. I appreciate your help. But, but, but, but my s- uh, my, um, account is activated, right, right? I do have insurance? Yes, it is currently active. Okay. And all I'm waiting for is the vision, but you're gonna email me that, correct? Yes, sir. I'm working on emailing those to you. Okay. And do I print that out or do I just show 'em on the phone? Yeah,

you can print 'em out or you can just forward it to the, uh, provider's office by email. Oh, okay. And I believe it just depends on how they prefer it. Okay. Okay. Thank you so much. You've been so helpful. Yes, sir. You have a wonderful day. Uh, you too. Thank you. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: I, I'm Victoria. This is my first time having insurance from a long time. So, uh, I got my, uh, uh, I got a email saying that, uh, you know, welcome to, um, Benefits in a Card. I did receive a card, but I upgraded my plan when they told me that they were gonna send me another card, and I haven't received that yet. But I did re- you know, receive the email saying that my, uh, account is activated. I'm just trying to verify it.

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

Speaker speaker\_1: Surge. S-U-R-G-E. Surge Staffing.

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

Speaker speaker\_1: 8630.

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

Speaker speaker\_1: Alan Martinez.

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

Speaker speaker\_1: It's 257 South Mulberry Street, Hagerstown, Maryland, 21740. My date of birth is 11-29-1970.

Speaker speaker\_0: Phone number 321-432-3873?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is gonna be your first name and then ramiro32@gmail.com.

Speaker speaker\_1: Gmail.com. Correct. Yep.

Speaker speaker\_0: Okay. So, it looks like the medical plan that you have, the ID card for that is typically emailed versus sent out by mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then the dental and vision you get by mail.

Speaker speaker\_1: Right.

Speaker speaker\_0: Have you not received?

Speaker speaker\_1: I've received the dental, but not the vision.

Speaker speaker\_0: Okay. Um, I can email you copies of all your ID cards.

Speaker speaker\_1: Okay. That would be awesome. Now, uh, how do I get started off? Do I have to find me a primary care provider first? Is that the first step that I should do?

Speaker speaker\_0: Um, well, for the medical plan you have, you don't have to stay in network, but if you want to stay in network, you can go onto multiplan.com. And that's the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... network's website and that'll help you find a provider in the network.

Speaker speaker\_1: And then w- when I go to that primary care provider, uh, that doctor will be like my doctor, correct?

Speaker speaker\_0: I, I would assume so, yeah. I, I-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... mean we're just your benefits administrators.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I, I don't know too much about how primary care providers work personally.

Speaker speaker\_1: Okay. Okay. You see, I, I have to find this information out 'cause I'm, I'm more clueless than you are when it comes to this. Like I said, I hadn't had insurance in years, you know. You know, I hear all these terms, you know, primary care provider and then, uh, I, I'm, you know, I'm assuming that's what it is, your primary care physician. And you, and then you go to him for problems and then if he can't, uh, solve it, he'll refer you to a, a specialist or something like that. I mean, I'm assuming that's how that works.

Speaker speaker\_0: Yeah. Same here. That's what I would assume. But if y- I mean, I would just look up primary care providers in your area and then you can call that provider's office and maybe they can explain it to you a little bit better how it works.

Speaker speaker\_1: Okay. Okay. All right. N- Now, how do I get a list of my primary care providers?

Speaker speaker\_0: Uh, I, I don't think that we have a list of primary care providers. Like I said, you can go onto the Multiplan website and that will help you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... find a provider in network.

Speaker speaker\_1: Okay. Okay. That's what I'll do then. All right. Thank you so much. I appreciate your help. But, but, but, but my s- uh, my, um, account is activated, right, right? I do have insurance?

Speaker speaker\_0: Yes, it is currently active.

Speaker speaker\_1: Okay. And all I'm waiting for is the vision, but you're gonna email me that, correct?

Speaker speaker\_0: Yes, sir. I'm working on emailing those to you.

Speaker speaker\_1: Okay. And do I print that out or do I just show 'em on the phone?

Speaker speaker\_0: Yeah, you can print 'em out or you can just forward it to the, uh, provider's office by email.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And I believe it just depends on how they prefer it.

Speaker speaker\_1: Okay. Okay. Thank you so much. You've been so helpful.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: Uh, you too.

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