

## Transcript: VICTORIA

**Taylor-6560924366848000-4898020722786304**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. Uh, my name is David Wyler. I need to make a payment. Okay. What's the name of the agency you work for? Uh, DGSF. And the last four of your social? 9889. Gotcha. You're supposed to be making deductions, but I don't know what's going on, uh... Okay. Do you mind verifying your address and date of birth? Sure. 1900 West 131 Street Place Westminster, Colorado, 80234, 102166. And then phone number, 303-862-1863? Correct. And email is, uh, david or dave.wyler@yahoo.com? Correct. Okay. So I see this week is active. It looks like it was the last week that was not active. Is that what you're trying to make a direct payment for? Uh, yes. Okay. All righty, um, and the card that you're paying with, is it just your first and last name that's on it? Yes. Okay. And billing address would be the same address I have on file? Correct. Okay. Give me just one second. Oh, yeah. All my info is still the same. Hey, I'm looking for, like, like doctor info right now. Do you have any info there? On the different doctors that you can see in the area? Uh, who, who actually I did sign up with, and what I did. What, you know... I've n- I, I've never used their, this, this insurance before, so... Okay. So I'm about to find out um, let me- ... who ... what I got with. Let me cancel out of the payment screen first so I can tell you. So the plan that you have is the VIP Classic Plan, which is a hospital indemnity plan. There's coverage if you are admitted to the hospital, um, if you have to go to like the emergency room, urgent care, or physician's office. Okay. Um- Co-pay on that? There's no co-pay or deductible associated with the plan because it's not a major medical plan. The way that it works is the insurance is gonna pay a set dollar amount towards the different benefits for a certain amount of days. Okay. And then you would pay the remainder of the bill. Okay. What like, what about like specialists? Like I said- Um, I don't see anything specific to specialists. I know with the physician's office, the plan that you have will cover \$50 a day with a max of four days. Okay. But what I was saying is, so I got to, I need to get a primary care first before I can get a referral for a specialist? Or could I get right to a specialist? Uh, just off of- ... personal experience, I think your, your provider would have to refer you to a specialist. Okay. I'm not sure. That's, that's what I'm finding out. Okay. I know, I've been through, I've been through this before so... I'm just trying to, I'm just trying to jump over the middle man and go right to the man, you know? But I guess can't do that. Anyways, okay. Back to your payment. I need to give you some money. Okay. Give me one second. Okay. Yeah, I'm trying to find your paperwork right now. We'll find it. So there'll be numbers on there I call to get a doctor? I guess I gotta get a primary care guy. Yeah, I, I'm not really sure. I mean, I think that's up to the provider itself. I, like I said, based off of personal experience- No, I understand. ... I believe it's... Uh, we're just your benefits administer, so I'm not really sure how that specifically works. But, um, I believe you do have to go see a

provider, and then they refer you to a specialist. I think I, I've heard that too. Okay. And what is the, uh, card number that you're paying with? 4342 5640 5060 6387. And the CVC? 938. And the expiration date? 5/26. All righty, so that makes last week active, and again this week is already active, so you should get a receipt sent to your email for that payment as well. And your coverage is up to date now. Awesome. So I'm those, I got this Mutual of O- Omaha letter, so I'm signed up with th- those folks, Mutual of Omaha? Is that a doctor's office? No, i- it, this, it's, yeah, it was just like, um, just something from them. It say that... it's not a bill or anything. But I'm just, I'm just double-checking. I, uh, I must be signed up with these folks. Uh, thank you for your help. Yes, sir. You have a wonderful day. You too. Thank you. Bye now. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hello, Victoria. Uh, my name is David Wyler. I need to make a payment.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Uh, DGSF.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 9889.

Speaker speaker\_1: Gotcha.

Speaker speaker\_2: You're supposed to be making deductions, but I don't know what's going on, uh...

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Sure. 1900 West 131 Street Place Westminster, Colorado, 80234, 102166.

Speaker speaker\_1: And then phone number, 303-862-1863?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And email is, uh, david or dave.wyler@yahoo.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So I see this week is active. It looks like it was the last week that was not active. Is that what you're trying to make a direct payment for?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. All righty, um, and the card that you're paying with, is it just your first and last name that's on it?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And billing address would be the same address I have on file?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Give me just one second.

Speaker speaker\_2: Oh, yeah. All my info is still the same. Hey, I'm looking for, like, like doctor info right now. Do you have any info there?

Speaker speaker\_1: On the different doctors that you can see in the area?

Speaker speaker\_2: Uh, who, who actually I did sign up with, and what I did. What, you know... I've n- I, I've never used their, this, this insurance before, so...

Speaker speaker\_1: Okay.

Speaker speaker\_2: So I'm about to find out um, let me- ... who ... what I got with.

Speaker speaker\_1: Let me cancel out of the payment screen first so I can tell you. So the plan that you have is the VIP Classic Plan, which is a hospital indemnity plan. There's coverage if you are admitted to the hospital, um, if you have to go to like the emergency room, urgent care, or physician's office.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: Co-pay on that?

Speaker speaker\_1: There's no co-pay or deductible associated with the plan because it's not a major medical plan. The way that it works is the insurance is gonna pay a set dollar amount towards the different benefits for a certain amount of days.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then you would pay the remainder of the bill.

Speaker speaker\_2: Okay. What like, what about like specialists? Like I said-

Speaker speaker\_1: Um, I don't see anything specific to specialists. I know with the physician's office, the plan that you have will cover \$50 a day with a max of four days.

Speaker speaker\_2: Okay. But what I was saying is, so I got to, I need to get a primary care first before I can get a referral for a specialist? Or could I get right to a specialist?

Speaker speaker\_1: Uh, just off of- ... personal experience, I think your, your provider would have to refer you to a specialist.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I'm not sure.

Speaker speaker\_2: That's, that's what I'm finding out. Okay. I know, I've been through, I've been through this before so... I'm just trying to, I'm just trying to jump over the middle man and go right to the man, you know? But I guess can't do that. Anyways, okay. Back to your payment. I need to give you some money.

Speaker speaker\_1: Okay. Give me one second.

Speaker speaker\_2: Okay. Yeah, I'm trying to find your paperwork right now. We'll find it. So there'll be nu- numbers on there I call to get a doctor? I guess I gotta get a primary care guy.

Speaker speaker\_1: Yeah, I, I'm not really sure. I mean, I think that's up to the provider itself. I, like I said, based off of personal experience-

Speaker speaker\_2: No, I understand.

Speaker speaker\_1: ... I believe it's... Uh, we're just your benefits administer, so I'm not really sure how that specifically works. But, um, I believe you do have to go see a provider, and then they refer you to a specialist.

Speaker speaker\_2: I think I, I've heard that too. Okay.

Speaker speaker\_1: And what is the, uh, card number that you're paying with?

Speaker speaker\_2: 4342 5640 5060 6387.

Speaker speaker\_1: And the CVC?

Speaker speaker\_2: 938.

Speaker speaker\_1: And the expiration date?

Speaker speaker\_2: 5/26.

Speaker speaker\_1: All righty, so that makes last week active, and again this week is already active, so you should get a receipt sent to your email for that payment as well. And your coverage is up to date now.

Speaker speaker\_2: Awesome. So I'm those, I got this Mutual of O- Omaha letter, so I'm signed up with th- those folks, Mutual of Omaha?

Speaker speaker\_1: Is that a doctor's office?

Speaker speaker\_2: No, i- it, this, it's, yeah, it was just like, um, just something from them. It say that... it's not a bill or anything. But I'm just, I'm just double-checking. I, uh, I must be signed up with these folks. Uh, thank you for your help.

Speaker speaker\_1: Yes, sir. You have a wonderful day.

Speaker speaker\_2: You too. Thank you. Bye now.

Speaker speaker\_1: Bye-bye.