

## **Transcript: VICTORIA**

**Taylor-6747949800308736-5881101164691456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Yes, um, I was trying to see if, um, I had benefits, because I did receive the card, but, um, I never activated it. Okay. Um, what's the name of the agency you work for? Um, Hospitality Center. And, uh, the last four of your Social? 7380. And your first and last name? Jane Swim-Brown. Okay. Do you mind verifying your address and date of birth? Mm-hmm. 4725 Avenue East, Birmingham, Alabama 35208. And then my birthday is 6-8-92. And then phone number 205-307-8363? Yes, ma'am. And then email is monique2010.jb@gmail.com? Yes, ma'am. Okay. Uh, yeah, so I see that you're enrolled into the MEC TelRx, the dental and vision for employee only, and it looks like it is currently active. Okay. Oh, okay, okay. Okay. So, um, I do have you on the phone. Um, the out-of-network, or in-network, madam, when it comes to medical? Or it's not... Or medical is not included? No, you do have NEC TelRx, but you have to stay within the network. Oh. So you can either go onto, um, multiplan.com, or you can call MultiPlan and I can give you their phone number and they can help you find a provider in-network. Okay. Okay, okay, okay. Thank you so much. Well, um, I see on the card, uh, the number for it, so I don't give a- Okay. Gotcha. ... Thank you so much. Yeah, you're welcome. And just to verify you have, uh, three ID cards, you should have one for medical, dental and vision. Oh, well, okay. On this card, it, it look like it has all three on one card. Okay. I think you might be looking at the medical ID card. Let me just look up your- Mm-hmm. ... ID cards really quick so I can email you copies of them, but it's gonna be a separate ID card for all three. Okay. Okay. Yes, ma'am. Give me just a few seconds and I'll be right back. All right. Thank you. Yes, ma'am. All right. Thank you so much for holding. So I just sent all of your ID cards to your email and labeled each one for you. Okay. Thank you. Yes, ma'am. Was there anything else you might need help with? No, that was it. Okay. You have a wonderful day. All right. You too. Thank you so much. Bye-bye. Thank you. 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 Center Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, um, I was trying to see if, um, I had benefits, because I did receive the card, but, um, I never activated it.

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

Speaker speaker\_2: Um, Hospitality Center.

Speaker speaker\_1: And, uh, the last four of your Social?

Speaker speaker\_2: 7380.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Jane Swim-Brown.

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

Speaker speaker\_2: Mm-hmm. 4725 Avenue East, Birmingham, Alabama 35208. And then my birthday is 6-8-92.

Speaker speaker\_1: And then phone number 205-307-8363?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is monique2010.jb@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Uh, yeah, so I see that you're enrolled into the MEC TelRx, the dental and vision for employee only, and it looks like it is currently active.

Speaker speaker\_2: Okay. Oh, okay, okay. Okay. So, um, I do have you on the phone. Um, the out-of-network, or in-network, madam, when it comes to medical? Or it's not... Or medical is not included?

Speaker speaker\_1: No, you do have NEC TelRx, but you have to stay within the network.

Speaker speaker\_2: Oh.

Speaker speaker\_1: So you can either go onto, um, multiplan.com, or you can call MultiPlan and I can give you their phone number and they can help you find a provider in-network.

Speaker speaker\_2: Okay. Okay, okay, okay. Thank you so much. Well, um, I see on the card, uh, the number for it, so I don't give a-

Speaker speaker\_1: Okay. Gotcha.

Speaker speaker\_2: ... Thank you so much.

Speaker speaker\_1: Yeah, you're welcome. And just to verify you have, uh, three ID cards, you should have one for medical, dental and vision.

Speaker speaker\_2: Oh, well, okay. On this card, it, it look like it has all three on one card.

Speaker speaker\_1: Okay. I think you might be looking at the medical ID card. Let me just look up your-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... ID cards really quick so I can email you copies of them, but it's gonna be a separate ID card for all three.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Yes, ma'am. Give me just a few seconds and I'll be right back.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Yes, ma'am. All right. Thank you so much for holding. So I just sent all of your ID cards to your email and labeled each one for you.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Yes, ma'am. Was there anything else you might need help with?

Speaker speaker\_2: No, that was it.

Speaker speaker\_1: Okay. You have a wonderful day.

Speaker speaker\_2: All right. You too. Thank you so much. Bye-bye.

Speaker speaker\_1: Thank you. Bye-bye.