

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Chris. How can I help you today? Hi, Chris. This is Kerry. How are you? I'm doing well, ma'am. And yourself? I'm hanging in here, sweetie. All right, I got... And I do apologize. I spent the entire day looking for my email, and it wasn't an email, it was a text message. Start all over today. Anyway, um, do I need to do anything? I've ha- I had th- this past year, what do I need to do for the new year? Anything? Uh, are you talking about for open enrollment for your benefits? Yeah, yeah. Yeah. Uh, if you're already enrolled and you're not looking to make any changes, then no, nothing needs to be done as it'll just roll over on its own. Okay. Well, then my next question is, can you look at much... mine and see if they... it doesn't cover, um, physical therapy. Okay. Uh, what temp agency do you work with, ma'am? Um, ATC Healthcare Services. And last, what were your social? Uh, 4983. Sorry. I u- I know everybody else's, but I gotta think about mine. You're fine, ma'am. And your last name? Laitala, L-A-I-T-A-L-A. Thank you. All right. Could you verify your address and your date of birth for me, please? 22 Robbie Lane, Saraland, Alabama, 36571. 10/22/65. Thank you. We have a phone number on file of 225-603-2904. Is that correct? That's me. All right, let's take a look here. So, it looks like you are enrolled into the MEC Stay Healthy Enhanced Plan, which covers preventative care services like physicals, vaccines and cancer screenings alongside, um, standard primary specialist and urgent care visits, and as well as hospitalizations, surgeries and the like. Let's see here. Now, you said you were- You said specialist? ... trying to see... Yeah, special- You said specialist? Specialist care. Uh-huh. Yeah, specialist care is covered under this plan. \$50 copay per visit as long as it's an in-network provider. Okay. And how do I find out if it's a net- network provider? Uh, you can, uh, you can either ask the provider if they're part of the MultiPlan network or you can go to [multiplan.com](http://multiplan.com) to check to see if they're in the list of providers in your area, or you could contact MultiPlan directly to see what providers are in your area. Okay. Okay dokey. That's what I needed to know. So I'm good. Yeah. I mean, I don't wanna change it if it's... if it does give me, you know, preventer, I mean, preventative urgent care, special care, so... All right then. Uh, was there anything else I could help you with? No, Chris, that's cool. And they'll send me a new card, I'm assuming. Uh, no, your- No. It'll just be the same policy, so it'll be the same cards. Okay, cool. Man, that makes my life easier. Yes, ma'am any- And I will probably ask you the same thing in December of '25. Uh, that, that's perfectly fine. We'll be here to answer those same questions. All right. Thank you, baby. Yes, ma'am. Have a good day. You too. Bye-bye. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and Accord. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. This is Kerry. How are you?

Speaker speaker\_1: I'm doing well, ma'am. And yourself?

Speaker speaker\_2: I'm hanging in here, sweetie. All right, I got... And I do apologize. I spent the entire day looking for my email, and it wasn't an email, it was a text message. Start all over today. Anyway, um, do I need to do anything? I've ha- I had th- this past year, what do I need to do for the new year? Anything?

Speaker speaker\_1: Uh, are you talking about for open enrollment for your benefits?

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: Yeah. Uh, if you're already enrolled and you're not looking to make any changes, then no, nothing needs to be done as it'll just roll over on its own.

Speaker speaker\_2: Okay. Well, then my next question is, can you look at much... mine and see if they... it doesn't cover, um, physical therapy.

Speaker speaker\_1: Okay. Uh, what temp agency do you work with, ma'am?

Speaker speaker\_2: Um, ATC Healthcare Services.

Speaker speaker\_1: And last, what were your social?

Speaker speaker\_2: Uh, 4983. Sorry. I u- I know everybody else's, but I gotta think about mine.

Speaker speaker\_1: You're fine, ma'am. And your last name?

Speaker speaker\_2: Laitala, L-A-I-T-A-L-A.

Speaker speaker\_1: Thank you. All right. Could you verify your address and your date of birth for me, please?

Speaker speaker\_2: 22 Robbie Lane, Saraland, Alabama, 36571. 10/22/65.

Speaker speaker\_1: Thank you. We have a phone number on file of 225-603-2904. Is that correct?

Speaker speaker\_2: That's me.

Speaker speaker\_1: All right, let's take a look here. So, it looks like you are enrolled into the MEC Stay Healthy Enhanced Plan, which covers preventative care services like physicals, vaccines and cancer screenings alongside, um, standard primary specialist and urgent care visits, and as well as hospitalizations, surgeries and the like. Let's see here. Now, you said you were-

Speaker speaker\_2: You said specialist?

Speaker speaker\_1: ... trying to see... Yeah, special-

Speaker speaker\_2: You said specialist?

Speaker speaker\_1: Specialist care.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Yeah, specialist care is covered under this plan. \$50 copay per visit as long as it's an in-network provider.

Speaker speaker\_2: Okay. And how do I find out if it's a net- network provider?

Speaker speaker\_1: Uh, you can, uh, you can either ask the provider if they're part of the MultiPlan network or you can go to [multiplan.com](http://multiplan.com) to check to see if they're in the list of providers in your area, or you could contact MultiPlan directly to see what providers are in your area.

Speaker speaker\_2: Okay. Okay dokey. That's what I needed to know. So I'm good.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: I mean, I don't wanna change it if it's... if it does give me, you know, preventer, I mean, preventative urgent care, special care, so...

Speaker speaker\_1: All right then. Uh, was there anything else I could help you with?

Speaker speaker\_2: No, Chris, that's cool. And they'll send me a new card, I'm assuming.

Speaker speaker\_1: Uh, no, your-

Speaker speaker\_2: No.

Speaker speaker\_1: It'll just be the same policy, so it'll be the same cards.

Speaker speaker\_2: Okay, cool. Man, that makes my life easier.

Speaker speaker\_1: Yes, ma'am any-

Speaker speaker\_2: And I will probably ask you the same thing in December of '25.

Speaker speaker\_1: Uh, that, that's perfectly fine. We'll be here to answer those same questions.

Speaker speaker\_2: All right. Thank you, baby.

Speaker speaker\_1: Yes, ma'am. Have a good day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.