

Transcript: Chris Sofield

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Full Transcript

Your call may be marked as or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Uh, yes. My name's Eric Schmidt. I just missed a call here. It was about my health benefits with MAU. Okay. Let me, uh, let me pull your file up and see what's going on. What's the last four of your social? 7616. All right, Mr. Schmidt. Could you verify your address and your date of birth for me? 275 Simonds Road, Taylors, South Carolina. Uh, January 25th, 1969. Thank you. And then we have a phone on file of 275-7178? Yes. All right. Um, okay. I see what it is. So, we received your enrollment form. You selected that you wanted coverage for yourself and your spouse, but the dependent coverage section of your form was blank. We didn't have the required information to add your spouse to the policy. So that's what we were trying to reach out to get from you. Okay. Yeah, there's no dependent. So, it should be employee only? It, well, it should be employee plus spouse. Yeah, so your spouse would be your dependent. Oh, okay. Okay. Okay. So, yeah. We were missing the information required to add the dependent onto the policy, which is why we were trying to reach out to you. Um, it would look, uh, look like- Oh, you... Yeah, the section, the section with all that information required, uh, was completely blank. Oh. Okay. Yeah. So, are you going to need a social or something or just name and date of birth? At minimum, name and date of birth. We will need the social, but if you don't have that right now, you can always call us back with that. Yeah. I don't, I don't have it right now. Okay. Uh, what's her first and last name? It's Daphne, D-A-P-H-E-N-E, Schmidt, S-C-H-I-D-T. And her date of birth is 12/20/72. All right. Okay. Yeah, that's, uh, that's all we were trying to reach out to you for. Uh, we just needed to ma, uh, get that to be able to process the enrollment as you requested. Okay. Can you tell me a, a little bit about that insurance? Um, yeah. Let me- Uh, like what is the deductible? What does it, what would it cover? Uh, so it looks like you selected both the Stay Healthy plan as well as the EnsurePlus plan. Um, Stay Healthy will cover preventative care services like routi- like, uh, physicals, vaccinations, cancer screenings and things like that, um, at no cost to you as long as you're following the, uh, multi-plan network. Um, and then- Oh, so- ... EnsurePlus... Sorry, go ahead. Well, I'm, I was glad to hear because that's what my wife needs is a... She, she needs to make an appointment with her oncologist to go for a screening. Yes. So, yes. Uh, certain screenings, um, as long, as long as it, they're part of the multi-plan network, then yes, the insurance plan will cover the entire visit. There's no out-of-pocket cost for you. Well, what about something like a PET scan? Would it cover that? Um, let's see here. One moment. So, examples of covered services would be, um, yeah, blood pressure screenings, cholesterol screenings, cancer screenings, uh, STD screenings. Um, uh, let's see here. Things like, uh, yeah- So if it's, uh, you know, a PET scan for cancer screenings, they would cover that? Yeah. Like, uh, yeah, cancer screenings, so like, uh, cervical cancer, breast cancer,

cholesterol, lung, all that kind of... Yeah. Can- like, cancer screenings- Yeah. ... would be covered by the plan. Okay. So any, any procedure to, uh, screen for that would be covered? Correct. Okay, great. Uh-huh. All right. And then your- Great, I learned something new. ... and then your Insure... Yeah, and then your InsurePlus plan will cover any sort of standard treatment type visits, so like if you get sick or you need to go to the hospital because you're injured or anything like that, it'll pay towards those. Now, there's no deductible and no copay. How it works is that the doctor will bill the insurance company first. The insurance company is going to pay towards the bill up to a set dollar amount, depending on if it's covered and how much they set aside for that kind of service. And then you're just responsible for whatever's left. Okay. Okay. Well, I will call you back tomorrow with her, uh, social. All right. Was there anything else I could help with for right now? No, that's all. All right. Thanks again for calling and have a wonderful day. You too. Bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be marked as or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. My name's Eric Schmidt. I just missed a call here. It was about my health benefits with MAU.

Speaker speaker_1: Okay. Let me, uh, let me pull your file up and see what's going on. What's the last four of your social?

Speaker speaker_2: 7616.

Speaker speaker_1: All right, Mr. Schmidt. Could you verify your address and your date of birth for me?

Speaker speaker_2: 275 Simonds Road, Taylors, South Carolina. Uh, January 25th, 1969.

Speaker speaker_1: Thank you. And then we have a phone on file of 275-7178?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Um, okay. I see what it is. So, we received your enrollment form. You selected that you wanted coverage for yourself and your spouse, but the dependent coverage section of your form was blank. We didn't have the required information to add your spouse to the policy. So that's what we were trying to reach out to get from you.

Speaker speaker_2: Okay. Yeah, there's no dependent.

Speaker speaker_1: So, it should be employee only?

Speaker speaker_2: It, well, it should be employee plus spouse.

Speaker speaker_1: Yeah, so your spouse would be your dependent.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: Okay. So, yeah. We were missing the information required to add the dependent onto the policy, which is why we were trying to reach out to you. Um, it would look, uh, look like-

Speaker speaker_2: Oh, you...

Speaker speaker_1: Yeah, the section, the section with all that information required, uh, was completely blank.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So, are you going to need a social or something or just name and date of birth?

Speaker speaker_1: At minimum, name and date of birth. We will need the social, but if you don't have that right now, you can always call us back with that.

Speaker speaker_2: Yeah. I don't, I don't have it right now.

Speaker speaker_1: Okay. Uh, what's her first and last name?

Speaker speaker_2: It's Daphne, D-A-P-H-E-N-E, Schmidt, S-C-H-I-D-T. And her date of birth is 12/20/72.

Speaker speaker_1: All right. Okay. Yeah, that's, uh, that's all we were trying to reach out to you for. Uh, we just needed to ma, uh, get that to be able to process the enrollment as you requested.

Speaker speaker_2: Okay. Can you tell me a, a little bit about that insurance?

Speaker speaker_1: Um, yeah. Let me-

Speaker speaker_2: Uh, like what is the deductible? What does it, what would it cover?

Speaker speaker_1: Uh, so it looks like you selected both the Stay Healthy plan as well as the EnsurePlus plan. Um, Stay Healthy will cover preventative care services like routi- like, uh, physicals, vaccinations, cancer screenings and things like that, um, at no cost to you as long as you're following the, uh, multi-plan network. Um, and then-

Speaker speaker_2: Oh, so-

Speaker speaker_1: ... EnsurePlus... Sorry, go ahead.

Speaker speaker_2: Well, I'm, I was glad to hear because that's what my wife needs is a... She, she needs to make an appointment with her oncologist to go for a screening.

Speaker speaker_1: Yes. So, yes. Uh, certain screenings, um, as long, as long as it, they're part of the multi-plan network, then yes, the insurance plan will cover the entire visit. There's no out-of-pocket cost for you.

Speaker speaker_2: Well, what about something like a PET scan? Would it cover that?

Speaker speaker_1: Um, let's see here. One moment. So, examples of covered services would be, um, yeah, blood pressure screenings, cholesterol screenings, cancer screenings, uh, STD screenings. Um, uh, let's see here. Things like, uh, yeah-

Speaker speaker_2: So if it's, uh, you know, a PET scan for cancer screenings, they would cover that?

Speaker speaker_1: Yeah. Like, uh, yeah, cancer screenings, so like, uh, cervical cancer, breast cancer, cholesterol, lung, all that kind of... Yeah. Can- like, cancer screenings-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... would be covered by the plan.

Speaker speaker_2: Okay. So any, any procedure to, uh, screen for that would be covered?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay, great.

Speaker speaker_1: Uh-huh. All right. And then your-

Speaker speaker_2: Great, I learned something new.

Speaker speaker_1: ... and then your Insure... Yeah, and then your InsurePlus plan will cover any sort of standard treatment type visits, so like if you get sick or you need to go to the hospital because you're injured or anything like that, it'll pay towards those. Now, there's no deductible and no copay. How it works is that the doctor will bill the insurance company first. The insurance company is going to pay towards the bill up to a set dollar amount, depending on if it's covered and how much they set aside for that kind of service. And then you're just responsible for whatever's left.

Speaker speaker_2: Okay. Okay. Well, I will call you back tomorrow with her, uh, social.

Speaker speaker_1: All right. Was there anything else I could help with for right now?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.