Transcript: Chris Sofield (deactivated)-6386900293697536-6299285510995968

Full Transcript

Thank you for calling Benefits and Card. This is Chris. How can I help you today? Hello, Chris. Um, I just wanted to know, like, my benefits through this insurance... Okay. ... if they're covered. Okay. What staff and company do you work with? Berge. And last four of your Social? 3298. First and last name? Kayleigh Saenz. Thank you. Ms. Saenz, could you verify your address and date of birth for me? Um, 3691 Harding Drive, Columbus, Ohio 43228. And then 01/15/2004. Thank you. Phone on file three-, or sorry, 390-6053? Yep. All right. I'm showing you're currently enrolled into medical, dental, vision, life insurance and the free RX program. Okay. Um, does that cover therapy at all or, like, like, uh, primary care doctors? So, your medical will cover primary care physicians. I do not see that you enrolled into the behavioral health pr-, uh, program. However, you are still eligible to add that on if you wish to do so. Oh, okay. I'll just do that. Okay. Um, adding behavioral health would bring your total weekly deductions to $34.41 per week. Mm-hmm. Do you authorize Urch to make those deductions? Yep, that's fine. All right. I'll go ahead and set that up for you. It's going to take about a week or two for this process. Once processing is complete, you should start seeing your deductions increase from the 32.91 to the, the 34.41. The Monday following the first deduction of 34.41 is when your behavioral health policy goes into effect, and from my understanding, you should receive an email with, uh, details on how to set that account up and everything. Okay. Do you know how much, like, it would cost for something like that? Like, primary care doctor? Like, how much would be deducted? Or can you not... Oh, for, for your medical? Um, your medical alone is, uh, $19.53 per w- uh, per week out of your check. Mm-hmm. Or are you talking about, like, your responsibility at, like, the doctor's office? The doctor's office. Okay. So we're not going to know that because how this plan works is that your, uh, your coverage, the doctor's going to bill the insurance company first. Um, the insurance company, which is American Public Life is going to pay towards the bill up to a set dollar amount, depending on what services are rendered, how they are billed and what w-, what all was done, if they're covered, so on and so forth. And, um, you'll, you'll be billed for the remainder of whatever the insurance did not cover. So unfortunately, there's no way for us to know how much that's going to be. Okay. All right. Anything else? No. Thank you so much. You're very welcome. Thanks again for calling and have a wonderful day. You too. Bye now. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Card. This is Chris. How can I help you today?

Speaker speaker_1: Hello, Chris. Um, I just wanted to know, like, my benefits through this insurance...

Speaker speaker_0: Okay.

Speaker speaker_1: ... if they're covered.

Speaker speaker_0: Okay. What staff and company do you work with?

Speaker speaker_1: Berge.

Speaker speaker_0: And last four of your Social?

Speaker speaker_1: 3298.

Speaker speaker_0: First and last name?

Speaker speaker_1: Kayleigh Saenz.

Speaker speaker_0: Thank you. Ms. Saenz, could you verify your address and date of birth for me?

Speaker speaker_1: Um, 3691 Harding Drive, Columbus, Ohio 43228. And then 01/15/2004.

Speaker speaker_0: Thank you. Phone on file three-, or sorry, 390-6053?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. I'm showing you're currently enrolled into medical, dental, vision, life insurance and the free RX program.

Speaker speaker_1: Okay. Um, does that cover therapy at all or, like, like, uh, primary care doctors?

Speaker speaker_0: So, your medical will cover primary care physicians. I do not see that you enrolled into the behavioral health pr-, uh, program. However, you are still eligible to add that on if you wish to do so.

Speaker speaker_1: Oh, okay. I'll just do that.

Speaker speaker_0: Okay. Um, adding behavioral health would bring your total weekly deductions to $34.41 per week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you authorize Urch to make those deductions?

Speaker speaker_1: Yep, that's fine.

Speaker speaker_0: All right. I'll go ahead and set that up for you. It's going to take about a week or two for this process. Once processing is complete, you should start seeing your deductions increase from the 32.91 to the, the 34.41. The Monday following the first deduction of 34.41 is when your behavioral health policy goes into effect, and from my understanding, you should receive an email with, uh, details on how to set that account up and everything.

Speaker speaker_1: Okay. Do you know how much, like, it would cost for something like that? Like, primary care doctor? Like, how much would be deducted? Or can you not...

Speaker speaker_0: Oh, for, for your medical? Um, your medical alone is, uh, $19.53 per w- uh, per week out of your check.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or are you talking about, like, your responsibility at, like, the doctor's office?

Speaker speaker_1: The doctor's office.

Speaker speaker_0: Okay. So we're not going to know that because how this plan works is that your, uh, your coverage, the doctor's going to bill the insurance company first. Um, the insurance company, which is American Public Life is going to pay towards the bill up to a set dollar amount, depending on what services are rendered, how they are billed and what w-, what all was done, if they're covered, so on and so forth. And, um, you'll, you'll be billed for the remainder of whatever the insurance did not cover. So unfortunately, there's no way for us to know how much that's going to be.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: No. Thank you so much.

Speaker speaker_0: You're very welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye now.

Speaker speaker_1: Bye-bye.