

Transcript: Estefania

Acevedo-4652151715184640-5386543475507200

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. Um, I am inquiring, um, to figure out what my, um, employee ID and group number is for my benefits. Okay. Yeah, so you want your cards 'cause that's gonna have- Uh-huh. ... like, your policy number and all that information. So, uh, I guess I am a little confused. So I have a card that shows, like, my staffing agency and, like, my ID and group number with them. And then I have, like, a pharmacy one, a medical one, a vision one, providerig- um, vision. And it's all on one card. Okay. Um, let me just get in your files 'cause I wouldn't, I wouldn't be able to know wh- what that information... What staffing- Yeah. ... agency you work for? Uh, Creative Circle. Okay. And then what are the last four of your Social? 1428. And your first and last name? Taylor-Thomas. Okay. For security purposes, could you verify your address and date of birth? Yes. So 2322 Brenard Street, uh, Apartment 4104, Houston, Texas 77098. And my birthday is 07/09/1994. Thank you. All right. And then you said it was apartment, right? Yes. 4104? Correct. Okay. I have 310-704-5067 as your phone number. Mm-hmm. Then I have tse- well, T-E- S-E-P-H-O-MA-S12@gmail.com? Yes. Okay. Give me one second. Okay. And then, which card did you actually need? I don't know if you just want me to go ahead and send you all of your cards 'cause you have a medical plan, dental, vision, and then your preventative. Um, I mean, so my card has like, like, my pharmacy I have, like, all of my, like, Rx pin numbers. My medical doesn't give me any information and just tells me I have no copayments, none of that, so there was no out of pocket. Yeah. But- So if you want, I can just send you your cards 'cause what you're- Mm-hmm. ... asking for is gonna be on the cards that I'm gonna send you. Got it. Okay, they're all individual cards? Yes. Oh, okay. I'm not sure- Okay, yeah. ... what the ones you have are just, like, together. Um, but- Yeah. ... I'm gonna just- They all definitely- ... go ahead and send you the ones- Okay. ... um, that I have for you 'cause- Right. ... I'm not sure what that is. Um, can I put you- Okay. ... in a brief hold while I send you that information? And then was that a digital- Mm-hmm. ... as well? Yes, yes. Is there a way also, um, uh 'cause I can call from email obviously, but a way to get physical cards too? Or is it only just digital? No, you should have gotten your physical ones whenever you became active. Let me see. Um, usually you get within the first two weeks. Oh. Um, you didn't get them? No, I just have this, um- Okay. ... I just have this member card. So typically, we can't request them, um, until every six months. But I can definitely, um, email them to you. Okay. No problem. Okay? And then I'll be right back. I'm gonna go ahead and get those ready. Okay, thank you. Okay. Thank you for your hold, ma'am. I went ahead and emailed you your cards. Um, do you mind verifying that you received it? You should be getting your, your Inurplus, which is your medical plan, dental, and then preventative and vision. Okay. And your preventive and vision card are gonna be together. Preventative's gonna say 90 Degrees, who's your carrier. Then your vision's just gonna say vision. Um, dental is gonna say

Carentan, and then the Inurplus one is gonna say APL, which is your medical plan. My A... So, Benefits in a Card- Mm-hmm. APL, I have two. So one of them is American Public Life Insurance Company, and then the other one is... Okay, medical benefits information. So, um... I guess, what is the difference in the APL one? Um... So AP, the APL one? Um, are you looking at the email that I sent you? Yes. Okay, so let me open it real quick. The one that says APL, that's your medical card. That's the card that you would take if you were to get sick or go to the hospital, um, urgent care, emergency room or surgeries. That one says American Public Life, okay? Okay. And then the one that says Carentan, that one is your dental card. Okay. The other is? And then the one, the one that says... Let me open another one, the PDF. The one that says 90 Degrees MetLife- Mm-hmm. ... MultiPlan, that's gonna be for your, um, preventative plan such as like a physical, um, vaccines, STD and cancer screenings. That would be for your preventative services and then your vision card is on there also. Okay. So the... So okay, so I guess I'll give you, to make sure I know that I'm using the right thing. So if I'm looking to do like therapy sessions, I would use the preventative 90 Degree benefit? So, uh, it's not gonna... Since we're just the administrators, I'm not 100% sure if that's considered a preventative service. So if you do have questions to see, 'cause that's... I believe it would be that one, but you would have to call the carrier to verify that they consider that a preventative service. So you would have to call 90 Degrees. But you would use the 90 Degrees. Oh. And then if they tell you that that's not covered, I would also call APL. APL? If you ever have questions if something is covered, who you actually reach out to is the carriers. And then they will notify you if that's something that they cover or not. Yeah. And then if they tell you that they do, from there you would, um, use whatever card. And if it, for the preventative it does require you to stay within the network, um, so you would have to call that MultiPlan number that's on the card. And then for your medical plan, which is the APL one, you're not required to stay with a network as long as the provider takes that insurance. As long as they take the, um... Mm-hmm. The plan. Oh, okay. Okay. Sounds good. Well, I'll call 90 Degrees Benefit Plan. I don't know why I couldn't- And, and I don't know if you want me to transfer you, 'cause I can transfer you as well. Um, yes. That would be great. Okay. All right. Well, I hope you have a great day and if you have any questions, we're open from 8:00 AM up until 8:00 PM Eastern Time, but I'm gonna go ahead and- Awesome. ... transfer you to them and then you're welcome to ask if that's something that they, um, consider preventative and that they would cover. And if they tell you so- Okay. ... then I would just call that MultiPlan number to find, uh, a network provider. Okay. Perfect. Okay? I will do that. And I'm gonna go ahead and transfer your call, okay? Okay. I hope you have a great day. Thank you so much. Thank you for your time. You too. Thank you. Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. Um, I am inquiring, um, to figure out what my, um, employee ID and group number is for my benefits.

Speaker speaker_0: Okay. Yeah, so you want your cards 'cause that's gonna have-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... like, your policy number and all that information.

Speaker speaker_1: So, uh, I guess I am a little confused. So I have a card that shows, like, my staffing agency and, like, my ID and group number with them. And then I have, like, a pharmacy one, a medical one, a vision one, providerig- um, vision. And it's all on one card.

Speaker speaker_0: Okay. Um, let me just get in your files 'cause I wouldn't, I wouldn't be able to know wh- what that information... What staffing-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 1428.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Taylor-Thomas.

Speaker speaker_0: Okay. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: Yes. So 2322 Brenard Street, uh, Apartment 4104, Houston, Texas 77098. And my birthday is 07/09/1994.

Speaker speaker_0: Thank you. All right. And then you said it was apartment, right?

Speaker speaker_1: Yes.

Speaker speaker_0: 4104?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. I have 310-704-5067 as your phone number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Then I have tse- well, T-E- S-E-P-H-O-MA-S12@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. Okay. And then, which card did you actually need? I don't know if you just want me to go ahead and send you all of your cards 'cause you have a medical plan, dental, vision, and then your preventative.

Speaker speaker_1: Um, I mean, so my card has like, like, my pharmacy I have, like, all of my, like, Rx pin numbers. My medical doesn't give me any information and just tells me I have no copayments, none of that, so there was no out of pocket.

Speaker speaker_0: Yeah.

Speaker speaker_1: But-

Speaker speaker_0: So if you want, I can just send you your cards 'cause what you're-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... asking for is gonna be on the cards that I'm gonna send you.

Speaker speaker_1: Got it. Okay, they're all individual cards?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: I'm not sure-

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: ... what the ones you have are just, like, together. Um, but-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'm gonna just-

Speaker speaker_1: They all definitely-

Speaker speaker_0: ... go ahead and send you the ones-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, that I have for you 'cause-

Speaker speaker_1: Right.

Speaker speaker_0: ... I'm not sure what that is. Um, can I put you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in a brief hold while I send you that information? And then was that a digital-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... as well?

Speaker speaker_1: Yes, yes. Is there a way also, um, uh 'cause I can call from email obviously, but a way to get physical cards too? Or is it only just digital?

Speaker speaker_0: No, you should have gotten your physical ones whenever you became active. Let me see. Um, usually you get within the first two weeks.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, you didn't get them?

Speaker speaker_1: No, I just have this, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I just have this member card.

Speaker speaker_0: So typically, we can't request them, um, until every six months. But I can definitely, um, email them to you.

Speaker speaker_1: Okay. No problem.

Speaker speaker_0: Okay? And then I'll be right back. I'm gonna go ahead and get those ready.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Okay. Thank you for your hold, ma'am. I went ahead and emailed you your cards. Um, do you mind verifying that you received it? You should be getting your, your Inurplus, which is your medical plan, dental, and then preventative and vision.

Speaker speaker_1: Okay.

Speaker speaker_0: And your preventive and vision card are gonna be together. Preventative's gonna say 90 Degrees, who's your carrier. Then your vision's just gonna say vision. Um, dental is gonna say Carentan, and then the Inurplus one is gonna say APL, which is your medical plan.

Speaker speaker_1: My A... So, Benefits in a Card-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: APL, I have two. So one of them is American Public Life Insurance Company, and then the other one is... Okay, medical benefits information. So, um... I guess, what is the difference in the APL one? Um...

Speaker speaker_0: So AP, the APL one? Um, are you looking at the email that I sent you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let me open it real quick. The one that says APL, that's your medical card. That's the card that you would take if you were to get sick or go to the hospital, um, urgent care, emergency room or surgeries. That one says American Public Life, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And then the one that says Carentan, that one is your dental card.

Speaker speaker_1: Okay. The other is?

Speaker speaker_0: And then the one, the one that says... Let me open another one, the PDF. The one that says 90 Degrees MetLife-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... MultiPlan, that's gonna be for your, um, preventative plan such as like a physical, um, vaccines, STD and cancer screenings. That would be for your preventative services and then your vision card is on there also.

Speaker speaker_1: Okay. So the... So okay, so I guess I'll give you, to make sure I know that I'm using the right thing. So if I'm looking to do like therapy sessions, I would use the preventative 90 Degree benefit?

Speaker speaker_0: So, uh, it's not gonna... Since we're just the administrators, I'm not 100% sure if that's considered a preventative service. So if you do have questions to see, 'cause that's... I believe it would be that one, but you would have to call the carrier to verify that they consider that a preventative service. So you would have to call 90 Degrees. But you would use the 90 Degrees.

Speaker speaker_1: Oh.

Speaker speaker_0: And then if they tell you that that's not covered, I would also call APL.

Speaker speaker_1: APL?

Speaker speaker_0: If you ever have questions if something is covered, who you actually reach out to is the carriers. And then they will notify you if that's something that they cover or not.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then if they tell you that they do, from there you would, um, use whatever card. And if it, for the preventative it does require you to stay within the network, um, so you would have to call that MultiPlan number that's on the card. And then for your medical plan, which is the APL one, you're not required to stay with a network as long as the provider takes that insurance.

Speaker speaker_1: As long as they take the, um...

Speaker speaker_0: Mm-hmm. The plan.

Speaker speaker_1: Oh, okay. Okay. Sounds good. Well, I'll call 90 Degrees Benefit Plan. I don't know why I couldn't-

Speaker speaker_0: And, and I don't know if you want me to transfer you, 'cause I can transfer you as well.

Speaker speaker_1: Um, yes. That would be great.

Speaker speaker_0: Okay. All right. Well, I hope you have a great day and if you have any questions, we're open from 8:00 AM up until 8:00 PM Eastern Time, but I'm gonna go ahead and-

Speaker speaker_1: Awesome.

Speaker speaker_0: ... transfer you to them and then you're welcome to ask if that's something that they, um, consider preventative and that they would cover. And if they tell you

so-

Speaker speaker_1: Okay.

Speaker speaker_0: ... then I would just call that MultiPlan number to find, uh, a network provider.

Speaker speaker_1: Okay. Perfect.

Speaker speaker_0: Okay?

Speaker speaker_2: I will do that.

Speaker speaker_0: And I'm gonna go ahead and transfer your call, okay?

Speaker speaker_2: Okay.

Speaker speaker_0: I hope you have a great day.

Speaker speaker_2: Thank you so much.

Speaker speaker_0: Thank you for your time.

Speaker speaker_2: You too. Thank you. Goodbye.