

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, hi, Stephanie. My name is Christy. I'm a, a case manager, and I was calling on behalf of, um... Oh, sorry, hang on. Of Steven Burns, and I have his, his policy number. Um, he's, he's here on a Zoom call with me. Okay. Um, I would have- I just want to see if it's active. Okay. Um, so I would need permission from the policy holder to get into his file. Okay. Um- Yeah. Okay. That'd be me, right? That'd be you, Steven. Yep. Okay. Yeah. This is it, this- Okay. ... shot right here. We do give permission. Okay, Steven. Yes. Uh, what's the name of the staffing agency that you work for as well as the last four of your Social? Last four of Social's 7988. 7988? And, um, yeah. Okay. 7984- No, 93 this, this is, uh, insurance, but I work through Serve. And he works through Serve. That's why he's calling Social. Okay, thank you. And then, you said his name was Steven Burns? Yeah. Yeah. Thank you. And for security purposes, I do need him to verify the address that we have on file, as well as the date of birth. Yeah, it's act- is it, uh, 130 Ashley Ohio 43023? And then the date of birth? 6/25/73. Okay, so I have a different address. Do you have another one in mind that we might have? Yeah. The thing is, was, yeah, Carrington, I had Carrington, but they wouldn't give me a PO box. Okay. So I'm homeless and, yeah, I had to use somebody else's address. I got permission, for mailing purposes, 'cause I'm still homeless but I had to, I had to use, uh, somebody else's, my daughter's address actually to- Could- ... to, for mailing off to them, so. Could you give me the, the address of the PO Box? Yeah. PO Box 130- Mm-hmm. ... Ashley, Ohio 43003. Thank you sir. Is your phone number still the 567-908-9236? Yeah. And then I have jessibell1154@gmail.com as your email in file? Yeah. Here. So, you do have- It's all here. It's all here. So you do have active coverage. You have active coverage for the A, B, C, TELA-RS, which is the preventative plan. Um, what was the service for, and what was the date of the service? Well, I'm up here for Suboxone Monday, just like, uh, my counselor right here was saying. Monday I'm up, I mean, I'm up here for Suboxone clinic right now. Um, so we're a substance use disorder clinic. Okay. Um, so, it, when is the service for? Um, well... For Suboxone, I mean. I mean, he's a, he's a, a patient that comes, um, regularly, so it's a continuing service. Okay. So he does have active coverage. However, to know if that service is covered, I would have to trans- transfer you to the carrier, and they could, um, verify this for me if it's covered or not. So if you wish, I can go ahead and give you that number as well as transfer your call. Okay. Thank you. You're welcome. Um, are you ready for that phone number just in case the call drops? Yep, I sure am. Okay, so the carrier's name is 90 Degrees. And their phone number, give me one second, it is 800-833-4296, and it's gonna be extension number one. And I'mma go ahead and transfer your call. Um, did you have any questions before I let you go? Mm-hmm. I- I don't. I- I just needed insurance today. Yeah. I'm here for sub, uh, Sparrow Health. Yeah, we're with

Sparrow Health. Not g- yeah, not getting no flu shot this Monday or here. Okay. Okay, so I can transfer your call and then, um, you're welcome to ask them if that particular service is covered or not, and then they'll, they'll be happy to let you know. Awesome. All right, thank you so much. You're welcome. I hope you have a great day. You too. Okay. Just that one-on-one thing, they're like, "Oh, yeah, we've got it covered, like merely flu shot." So that, man, you can get stuff done for free if you really want it. You know what I mean? I'm like, "What?" So I ended up getting, getting this, you know, hoping that it would do better. You know what I mean? Yeah. Well, after, um, we check here, then we can also, um, see if there's any Medicaid... What? ... uh, for you still. All right. I think he has that email.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, hi, Stephanie. My name is Christy. I'm a, a case manager, and I was calling on behalf of, um... Oh, sorry, hang on. Of Steven Burns, and I have his, his policy number. Um, he's, he's here on a Zoom call with me.

Speaker speaker_1: Okay. Um, I would have-

Speaker speaker_2: I just want to see if it's active.

Speaker speaker_1: Okay. Um, so I would need permission from the policy holder to get into his file.

Speaker speaker_2: Okay. Um-

Speaker speaker_3: Yeah. Okay. That'd be me, right?

Speaker speaker_2: That'd be you, Steven. Yep.

Speaker speaker_3: Okay. Yeah. This is it, this-

Speaker speaker_1: Okay.

Speaker speaker_3: ... shot right here.

Speaker speaker_1: We do give permission. Okay, Steven.

Speaker speaker_2: Yes.

Speaker speaker_1: Uh, what's the name of the staffing agency that you work for as well as the last four of your Social?

Speaker speaker_3: Last four of Social's 7988.

Speaker speaker_2: 7988?

Speaker speaker_3: And, um, yeah.

Speaker speaker_1: Okay. 7984-

Speaker speaker_3: No, 93 this, this is, uh, insurance, but I work through Serve.

Speaker speaker_2: And he works through Serve.

Speaker speaker_3: That's why he's calling Social.

Speaker speaker_1: Okay, thank you. And then, you said his name was Steven Burns?

Speaker speaker_2: Yeah.

Speaker speaker_3: Yeah.

Speaker speaker_1: Thank you. And for security purposes, I do need him to verify the address that we have on file, as well as the date of birth.

Speaker speaker_3: Yeah, it's act- is it, uh, 130 Ashley Ohio 43023?

Speaker speaker_1: And then the date of birth?

Speaker speaker_3: 6/25/73.

Speaker speaker_1: Okay, so I have a different address. Do you have another one in mind that we might have?

Speaker speaker_3: Yeah. The thing is, was, yeah, Carrington, I had Carrington, but they wouldn't give me a PO box.

Speaker speaker_1: Okay.

Speaker speaker_3: So I'm homeless and, yeah, I had to use somebody else's address. I got permission, for mailing purposes, 'cause I'm still homeless but I had to, I had to use, uh, somebody else's, my daughter's address actually to-

Speaker speaker_1: Could-

Speaker speaker_3: ... to, for mailing off to them, so.

Speaker speaker_1: Could you give me the, the address of the PO Box?

Speaker speaker_3: Yeah. PO Box 130-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... Ashley, Ohio 43003.

Speaker speaker_1: Thank you sir. Is your phone number still the 567-908-9236?

Speaker speaker_3: Yeah.

Speaker speaker_1: And then I have jessibell1154@gmail.com as your email in file?

Speaker speaker_3: Yeah. Here.

Speaker speaker_1: So, you do have-

Speaker speaker_3: It's all here. It's all here.

Speaker speaker_1: So you do have active coverage. You have active coverage for the A, B, C, TELA-RS, which is the preventative plan. Um, what was the service for, and what was the date of the service?

Speaker speaker_3: Well, I'm up here for Suboxone Monday, just like, uh, my counselor right here was saying. Monday I'm up, I mean, I'm up here for Suboxone clinic right now.

Speaker speaker_2: Um, so we're a substance use disorder clinic.

Speaker speaker_1: Okay. Um, so, it, when is the service for?

Speaker speaker_2: Um, well...

Speaker speaker_3: For Suboxone, I mean.

Speaker speaker_2: I mean, he's a, he's a, a patient that comes, um, regularly, so it's a continuing service.

Speaker speaker_1: Okay. So he does have active coverage. However, to know if that service is covered, I would have to trans- transfer you to the carrier, and they could, um, verify this for me if it's covered or not. So if you wish, I can go ahead and give you that number as well as transfer your call.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Um, are you ready for that phone number just in case the call drops?

Speaker speaker_2: Yep, I sure am.

Speaker speaker_1: Okay, so the carrier's name is 90 Degrees. And their phone number, give me one second, it is 800-833-4296, and it's gonna be extension number one. And I'mma go ahead and transfer your call. Um, did you have any questions before I let you go?

Speaker speaker_2: Mm-hmm. I-

Speaker speaker_3: I don't.

Speaker speaker_2: I-

Speaker speaker_3: I just needed insurance today.

Speaker speaker_2: Yeah.

Speaker speaker_3: I'm here for sub, uh, Sparrow Health.

Speaker speaker_2: Yeah, we're with Sparrow Health.

Speaker speaker_3: Not g- yeah, not getting no flu shot this Monday or here.

Speaker speaker_1: Okay. Okay, so I can transfer your call and then, um, you're welcome to ask them if that particular service is covered or not, and then they'll, they'll be happy to let you know.

Speaker speaker_2: Awesome. All right, thank you so much.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: You too.

Speaker speaker_1: Okay.

Speaker speaker_3: Just that one-on-one thing, they're like, "Oh, yeah, we've got it covered, like merely flu shot." So that, man, you can get stuff done for free if you really want it. You know what I mean? I'm like, "What?" So I ended up getting, getting this, you know, hoping that it would do better. You know what I mean?

Speaker speaker_2: Yeah. Well, after, um, we check here, then we can also, um, see if there's any Medicaid...

Speaker speaker_3: What?

Speaker speaker_2: ... uh, for you still.

Speaker speaker_3: All right.

Speaker speaker_4: I think he has that email.