

Transcript: Estefania

Acevedo-4784765738106880-6436439904960512

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Healthico care I'm just trying to see um, do you guys cover like urgent care visits? Um, I, it would just depend on what plan you were to select. I would have to get in your file to see what plans they offer. All right. What that means is that- There's only one plan to accept because when I was trying to look, I was trying to pick the best, best one but supposedly I guess I didn't, but there's only the one to accept from. But it's um- Um, what's the name of your agency so I can get it in your file? Because we do administrate multiple agencies. Okay, hold on a second. Hold on, look through, let me see. Um... There, it is there. What are they called? So I would need the name of the staffing agency and then the last four, just because we work with different, um, staffing agencies. Oh, CareStaff, okay. CareStaff. Okay, and then what are the last four numbers of your social? 6532. Okay, and for security purposes I will need you to verify your full address as well as your date of birth. It is 4340 Southeast 22nd Drive, Gresham, Oregon 97080. And then you said my birthday? Mm-hmm, yes ma'am. 04/12/'99 Is your phone number 20541 870-1332? Yes. And then I have jasminewilmot556@... Yeah, that's me. ... Gmail. Okay. Oh yeah, sorry, didn't realize you were able... And then you said you had... It's okay. And then you said you had questions about the plan that you have, so do you have those- No, I don't have any questions, I'm just trying to go to urgent care. I just don't know if they'll cover it or not. Okay, so you have the right- I want to make sure. So you selected the VIP Standard. Um, give me one second. Let me verify. There was only one that I could accept when I was trying to apply, that's why I was confused when they said there was a different one. I'm like... Well, I checked on the app. For uh, urgen- for the VIP Standard it has urgent care faculty and it's a flat fee of \$50 per day for a max of four days that it'll cover. All right. I think just go with it. All right. Yeah, I've been trying to go the last couple days but they've been not opening really, so... Gotcha. I work too much. Gotcha. Okay. Yeah. So for urgent care faculty it's a flat fee of \$50 per day for a max of four days- Okay. ... um, for the VIP Standard which is the plan that you selected. All right, sounds good. Um, do you have your cards on ready? Yeah. Okay, just checking. All right, I don't know if you have any more questions for me. Um, no, that was it. I was just making sure. Okay. Because I went to the, um... I had an appointment for an endoscopy and you guys did not cover it at all. So if you ever have questions about if a particular service is covered or not, um, you would have to contact the carrier because if you call us we're really just the healthcare administrators. Oh, okay, not us. So we're only limited to the, what we see on the actual guide um, so that's the reason why I could tell you that the VIP Standard has that service of urgent care faculty and it's because it's on the guide. Um, but if you were to ask if a certain visit was to be covered, like that particular visit, I would have to transfer you to the carrier and then they would notify you if it would be covered or not. So if it's ever a particular question like that you're always

welcome to give us a call and we could, um, connect you to the carrier. All right. Thank you. Or I could always, um... I don't know if you would want me to provide that phone number just in case you might have to ask questions- I, I might have it, I was just trying to call whenever I... You know what I mean? Okay. Yeah. And you guys keep texting me your guys' number, so. Gotcha. Um, and I believe that information should be on your card as well, on your medical card. Oh, okay. Yeah. Probably. All right. Well, thank you. You're welcome. Have a nice day. Yeah, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Healthico care

Speaker speaker_1: I'm just trying to see um, do you guys cover like urgent care visits?

Speaker speaker_0: Um, I, it would just depend on what plan you were to select. I would have to get in your file to see what plans they offer.

Speaker speaker_1: All right.

Speaker speaker_0: What that means is that-

Speaker speaker_1: There's only one plan to accept because when I was trying to look, I was trying to pick the best, best one but supposedly I guess I didn't, but there's only the one to accept from. But it's um-

Speaker speaker_0: Um, what's the name of your agency so I can get it in your file? Because we do administrate multiple agencies.

Speaker speaker_1: Okay, hold on a second. Hold on, look through, let me see. Um... There, it is there. What are they called?

Speaker speaker_0: So I would need the name of the staffing agency and then the last four, just because we work with different, um, staffing agencies.

Speaker speaker_1: Oh, CareStaff, okay. CareStaff.

Speaker speaker_0: Okay, and then what are the last four numbers of your social?

Speaker speaker_1: 6532.

Speaker speaker_0: Okay, and for security purposes I will need you to verify your full address as well as your date of birth.

Speaker speaker_1: It is 4340 Southeast 22nd Drive, Gresham, Oregon 97080. And then you said my birthday?

Speaker speaker_0: Mm-hmm, yes ma'am.

Speaker speaker_1: 04/12/'99

Speaker speaker_0: Is your phone number 20541 870-1332?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have jasminewilmot556@...

Speaker speaker_1: Yeah, that's me.

Speaker speaker_0: ... Gmail. Okay.

Speaker speaker_1: Oh yeah, sorry, didn't realize you were able...

Speaker speaker_0: And then you said you had... It's okay. And then you said you had questions about the plan that you have, so do you have those-

Speaker speaker_1: No, I don't have any questions, I'm just trying to go to urgent care. I just don't know if they'll cover it or not.

Speaker speaker_0: Okay, so you have the right-

Speaker speaker_1: I want to make sure.

Speaker speaker_0: So you selected the VIP Standard. Um, give me one second. Let me verify.

Speaker speaker_1: There was only one that I could accept when I was trying to apply, that's why I was confused when they said there was a different one. I'm like... Well, I checked on the app.

Speaker speaker_0: For uh, urgen- for the VIP Standard it has urgent care faculty and it's a flat fee of \$50 per day for a max of four days that it'll cover.

Speaker speaker_1: All right. I think just go with it. All right. Yeah, I've been trying to go the last couple days but they've been not opening really, so...

Speaker speaker_0: Gotcha.

Speaker speaker_1: I work too much.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. So for urgent care faculty it's a flat fee of \$50 per day for a max of four days-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, for the VIP Standard which is the plan that you selected.

Speaker speaker_1: All right, sounds good.

Speaker speaker_0: Um, do you have your cards on ready?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, just checking. All right, I don't know if you have any more questions for me.

Speaker speaker_1: Um, no, that was it. I was just making sure.

Speaker speaker_0: Okay.

Speaker speaker_1: Because I went to the, um... I had an appointment for an endoscopy and you guys did not cover it at all.

Speaker speaker_0: So if you ever have questions about if a particular service is covered or not, um, you would have to contact the carrier because if you call us we're really just the healthcare administrators.

Speaker speaker_1: Oh, okay, not us.

Speaker speaker_0: So we're only limited to the, what we see on the actual guide um, so that's the reason why I could tell you that the VIP Standard has that service of urgent care faculty and it's because it's on the guide. Um, but if you were to ask if a certain visit was to be covered, like that particular visit, I would have to transfer you to the carrier and then they would notify you if it would be covered or not. So if it's ever a particular question like that you're always welcome to give us a call and we could, um, connect you to the carrier.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Or I could always, um... I don't know if you would want me to provide that phone number just in case you might have to ask questions-

Speaker speaker_1: I, I might have it, I was just trying to call whenever I... You know what I mean?

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: And you guys keep texting me your guys' number, so.

Speaker speaker_0: Gotcha. Um, and I believe that information should be on your card as well, on your medical card.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Probably. All right. Well, thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Yeah, you too.