

Transcript: Estefania

Acevedo-5551797962850304-4837303846486016

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? Yes, ma'am. I'm supposed to have coverage for insurance through WorkSource, and I'm wanting to find out about it. Okay. Yeah, I can help you. Um, what are the last four of your social? It's 7591. Okay. Thank you. Give me one second. And then your first and last name. Celyn McAnally. Okay. For security purposes, could you please verify your full address and your date of birth? Well, my address has changed. Okay. Um, if you don't remember the previous address, you could always verify your full social. So that's another way for... To verify. Okay. It's... Okay. It's 259-Mm-hmm. ... 27 7591. But my old- I have- ... address wa- was 1801 Thompson Point, Thomas Point. So I, I have the 7022 one. Okay. Yeah, that's an old one. Okay. Do you want me to go ahead and change that? What's the updated address? Uh, 1801 Thomas Point. Well, uh, well, hang on a minute. Uh, uh... Hang... I can't... I can't... Uh. Man, I didn't keep that. Uh. Uh, well, let's, let's wait on that 'til I get... 'til I know for sure what address it is. Because I'm staying in Fort Smith, Arkansas right now, but my mailing address- Mm-hmm. ... is in Mountainburg, Arkansas. Okay. Yeah. I'll call you back though. That's fine. Um, and then what was that date of birth? Was it, um- 0459... April 5th, 1965. Thank you. And then phone number, 479-217-5685? Yes. Then I have the... Your... What is it? Your last name. No, actually it's the first initial of your last name. C-A-L-Y-N pam@gmail.com. Is that up to date? Oh, my Gmail? Yes. It's M-C-A-L-Y-N P-A-M at gmail.com. Okay. Thank you. And then you said you wanted to know if you had coverage? Was that your question? Yeah, and what kind of coverage. Okay. So yeah, you actually do have active coverage. Um, it looks like for... Let me see. You have the VIP Standard. What the VIP Standard covers is doctor visits if sick, hospital visits if injured, urgent care, emergency room, and even some surgeries. And with that plan it doesn't require you to stay within the network. You could use preferred providers outside of the network or in the network and still receive coverage. It has prescription benefits through Pharmacoville, which you can pay up to \$10, \$20, \$30 for your generic medication. And for the non-generic they do offer a discount. Okay. This plan also does include virtual urgent care, which offers medical assistance virtually with medical providers. The VIP Standard does not, however, include intensive care unit benefit, rehabilitation benefit, nor preventive surgery. But it does cover a flat fee towards your hospital indemnity services. So for hospital admission benefit it would cover \$500 per day for a max of one day. Okay. Hospital confinement benefit would cover \$50 per day for a max of 30 days. Surgery in- Okay. ... hospital, it would cover a flat fee of \$250 per day for a max of one day. Surgery and physician, it would cover \$125 per day for a max of two days. For your emergency room, it would cover \$50 per day for a max of two days. Okay. Urgent care faculty, it will cover \$50 per day for a max of four days. Physician office, it will cover \$50 per day for a max of four days. Physical, speech or occupational

therapy faculty, it will cover \$30 per day for a max of four days. Medical imaging tests, it will cover \$100 per day for a max of one day. Um, and if you want, I can also send you this PDF to your email on file. It'll show you all the services that it covers and how much it would cover. And then you have that one, and you also have Vision for employee only, and you have Critical Illness. With your Vision plan, that one requires copay. So the copay for an eye exam is only \$10. A copay for lenses and frames is \$25. Your frame allowance is \$130. And- Okay. ... you also have Critical Illness with cancer benefits. That benefit amount is \$5,000. And then from those- Okay. Here, I've got my... I got my address. Oh, okay. Okay. It's 8018... Uh-huh. ... Thomas Point, Mountainburg, Arkansas, 72946. Can I get a information packet? Uh- You can. Can they- To your email?... no, to this address or to that or an email. Okay. I don't have a way to send it to your address, but I can go ahead and email that to you. Um- Okay. Can I put you in a brief hold while I send that over to your email? And then I'll get you to verify just to make sure that you did receive it. Okay, and then how do I... When I go see the doctor, do I need a card or anything? Yeah, so most likely those cards got sent to your other address that you had on file. So if you want, I can go ahead and put a card request, and then I'll go ahead and email you your card as well for that email. Okay. Okay? Um, we'll- And you're gonna send me a card to that- Yes, sir. Mm-hmm. You're... You're gonna send me a card to my 8018 Thomas Pointe? Correct, yes. And then I'll also- Okay. ... email you a card virtually. Um. Okay. Before I do that can I, um, get that ZIP code again? Uh, 72946. Okay. Thank you. All right. I'll be right back. I'm putting you in a brief hold while I send you that information, and while I put that request in. All right. Thank you, ma'am. Thank you. And out there, Mary's got my insurance and all my medical stuff. Dial tone. Okay, sir. Thank you for your hold. I went ahead and emailed that to your email file. It should be coming from an email that says info@benefitsinacard.com. Do you mind double-checking just to make sure that you did receive it? Okay. Yes, ma'am, I did. All right. So the first card that I attached I believe is your medical card. The second one is the PDF, and then the third one is your vision card. And then I went ahead and put a request for your VIP Standard to be sent to that address that we updated as well as your vision card. So you should be getting that- Okay. ... within, like, a week or two. Okay. Thank you, ma'am. You're welcome. So I can use the... I can use this email to go- Sure. ... see my doctor? Yes, sir. All, all right. And how much was the eye bill? Um, so from, uh, what I'm able to see is the co-pays. Um, so the co-pay for an eye exam, you would have to pay \$10. The co-pay for the lenses and frames is \$25, and your frame allowance is of \$130. Okay. Thank you, ma'am. I appreciate you. You're welcome. Have- Yes. You too. ... a nice day. Thank you. You too.

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: Yes, ma'am. I'm supposed to have coverage for insurance through WorkSource, and I'm wanting to find out about it.

Speaker speaker_1: Okay. Yeah, I can help you. Um, what are the last four of your social?

Speaker speaker_2: It's 7591.

Speaker speaker_1: Okay. Thank you. Give me one second. And then your first and last name.

Speaker speaker_2: Celyn McAnally.

Speaker speaker_1: Okay. For security purposes, could you please verify your full address and your date of birth?

Speaker speaker_2: Well, my address has changed.

Speaker speaker_1: Okay. Um, if you don't remember the previous address, you could always verify your full social. So that's another way for... To verify.

Speaker speaker_2: Okay. It's... Okay. It's 259-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... 27 7591. But my old-

Speaker speaker_1: I have-

Speaker speaker_2: ... address wa- was 1801 Thompson Point, Thomas Point.

Speaker speaker_1: So I, I have the 7022 one.

Speaker speaker_2: Okay. Yeah, that's an old one.

Speaker speaker_1: Okay. Do you want me to go ahead and change that? What's the updated address?

Speaker speaker_2: Uh, 1801 Thomas Point. Well, uh, well, hang on a minute. Uh, uh... Hang... I can't... I can't... Uh. Man, I didn't keep that. Uh. Uh, well, let's, let's wait on that 'til I get... 'til I know for sure what address it is. Because I'm staying in Fort Smith, Arkansas right now, but my mailing address-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... is in Mountainburg, Arkansas.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_2: I'll call you back though.

Speaker speaker_1: That's fine. Um, and then what was that date of birth? Was it, um-

Speaker speaker_2: 0459... April 5th, 1965.

Speaker speaker_1: Thank you. And then phone number, 479-217-5685?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have the... Your... What is it? Your last name. No, actually it's the first initial of your last name. C-A-L-Y-N pam@gmail.com. Is that up to date?

Speaker speaker_2: Oh, my Gmail?

Speaker speaker_1: Yes.

Speaker speaker_2: It's M-C-A-L-Y-N P-A-M at gmail.com.

Speaker speaker_1: Okay. Thank you. And then you said you wanted to know if you had coverage? Was that your question?

Speaker speaker_2: Yeah, and what kind of coverage.

Speaker speaker_1: Okay. So yeah, you actually do have active coverage. Um, it looks like for... Let me see. You have the VIP Standard. What the VIP Standard covers is doctor visits if sick, hospital visits if injured, urgent care, emergency room, and even some surgeries. And with that plan it doesn't require you to stay within the network. You could use preferred providers outside of the network or in the network and still receive coverage. It has prescription benefits through Pharmacoville, which you can pay up to \$10, \$20, \$30 for your generic medication. And for the non-generic they do offer a discount.

Speaker speaker_2: Okay.

Speaker speaker_1: This plan also does include virtual urgent care, which offers medical assistance virtually with medical providers. The VIP Standard does not, however, include intensive care unit benefit, rehabilitation benefit, nor preventive surgery. But it does cover a flat fee towards your hospital indemnity services. So for hospital admission benefit it would cover \$500 per day for a max of one day.

Speaker speaker_2: Okay.

Speaker speaker_1: Hospital confinement benefit would cover \$50 per day for a max of 30 days. Surgery in-

Speaker speaker_2: Okay.

Speaker speaker_1: ... hospital, it would cover a flat fee of \$250 per day for a max of one day. Surgery and physician, it would cover \$125 per day for a max of two days. For your emergency room, it would cover \$50 per day for a max of two days.

Speaker speaker_2: Okay.

Speaker speaker_1: Urgent care faculty, it will cover \$50 per day for a max of four days. Physician office, it will cover \$50 per day for a max of four days. Physical, speech or occupational therapy faculty, it will cover \$30 per day for a max of four days. Medical imaging tests, it will cover \$100 per day for a max of one day. Um, and if you want, I can also send you this PDF to your email on file. It'll show you all the services that it covers and how much it would cover. And then you have that one, and you also have Vision for employee only, and you have Critical Illness. With your Vision plan, that one requires copay. So the copay for an eye exam is only \$10. A copay for lenses and frames is \$25. Your frame allowance is \$130.

And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you also have Critical Illness with cancer benefits. That benefit amount is \$5,000. And then from those-

Speaker speaker_2: Okay. Here, I've got my... I got my address.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Okay. It's 8018...

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... Thomas Point, Mountainburg, Arkansas, 72946. Can I get a information packet? Uh-

Speaker speaker_1: You can.

Speaker speaker_2: Can they-

Speaker speaker_1: To your email?

Speaker speaker_2: ... no, to this address or to that or an email.

Speaker speaker_1: Okay. I don't have a way to send it to your address, but I can go ahead and email that to you. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Can I put you in a brief hold while I send that over to your email? And then I'll get you to verify just to make sure that you did receive it.

Speaker speaker_2: Okay, and then how do I... When I go see the doctor, do I need a card or anything?

Speaker speaker_1: Yeah, so most likely those cards got sent to your other address that you had on file. So if you want, I can go ahead and put a card request, and then I'll go ahead and email you your card as well for that email.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? Um, we'll-

Speaker speaker_2: And you're gonna send me a card to that-

Speaker speaker_1: Yes, sir. Mm-hmm.

Speaker speaker_2: You're... You're gonna send me a card to my 8018 Thomas Pointe?

Speaker speaker_1: Correct, yes. And then I'll also-

Speaker speaker_2: Okay.

Speaker speaker_1: ... email you a card virtually. Um.

Speaker speaker_2: Okay.

Speaker speaker_1: Before I do that can I, um, get that ZIP code again?

Speaker speaker_2: Uh, 72946.

Speaker speaker_1: Okay. Thank you. All right. I'll be right back. I'm putting you in a brief hold while I send you that information, and while I put that request in.

Speaker speaker_2: All right. Thank you, ma'am.

Speaker speaker_1: Thank you.

Speaker speaker_2: And out there, Mary's got my insurance and all my medical stuff.

Speaker speaker_4: Dial tone.

Speaker speaker_1: Okay, sir. Thank you for your hold. I went ahead and emailed that to your email file. It should be coming from an email that says info@benefitsinacard.com. Do you mind double-checking just to make sure that you did receive it?

Speaker speaker_5: Okay. Yes, ma'am, I did.

Speaker speaker_1: All right. So the first card that I attached I believe is your medical card. The second one is the PDF, and then the third one is your vision card. And then I went ahead and put a request for your VIP Standard to be sent to that address that we updated as well as your vision card. So you should be getting that-

Speaker speaker_5: Okay.

Speaker speaker_1: ... within, like, a week or two.

Speaker speaker_5: Okay. Thank you, ma'am.

Speaker speaker_1: You're welcome.

Speaker speaker_5: So I can use the... I can use this email to go-

Speaker speaker_1: Sure.

Speaker speaker_5: ... see my doctor?

Speaker speaker_1: Yes, sir.

Speaker speaker_5: All, all right. And how much was the eye bill?

Speaker speaker_1: Um, so from, uh, what I'm able to see is the co-pays. Um, so the co-pay for an eye exam, you would have to pay \$10. The co-pay for the lenses and frames is \$25, and your frame allowance is of \$130.

Speaker speaker_5: Okay. Thank you, ma'am. I appreciate you.

Speaker speaker_1: You're welcome. Have-

Speaker speaker_5: Yes. You too.

Speaker speaker_1: ... a nice day. Thank you.

Speaker speaker_5: You too.