

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? Hi, Stephanie. My name is Roxy. I'm calling from American Public Life. Um, h- how are you? Good. How about you? Good. Thanks. I have an insured on the line. She has a hospital indemnity with us, but I'm trying to determine if she has the MEC wellness, and when I dialed that, uh, 800-833 number, it went to a voicemail asking me to leave a message. So I was hoping that I could connect with someone that would be able to tell us if she does in fact have that wellness. I do have her on the line. Okay. If you want, you can put her on. You said for the MEC? Yeah, the wellness on the MEC. Okay. Okay? Let me bring her on the line. Um, I haven't... Would you like me to give her... give you the ID number? Uh, no, that's fine. With her name and... Oh, I'm sorry, with the name of the agency and the last four of her Social, I could go ahead and pull up her file that way, and it'll give me access to see if she has coverage for that plan or not. Last, uh, four is 7464 is what I have, and then, um- And then... It's Creative Circle, 70030. Thank you. And then, um, what, what date was the service for? Um, I think it's for... Uh, she's, she's trying to determine what type of benefits she has for some diagnostic services, but she wanted to double-check to see, like I said, what coverage she has. So I think it's for- Oh. ... a future date. I'm not sure if it's something that's already been, um- So I can see- ... services already been done. I can see if she has that plan, but- Okay. ... to answer her question if that service would be covered or not, I do have to connect her to 90 Degrees which is the carrier. So I could always transfer you to them as well, um- Okay. ... just in case you're having trouble reaching them. But let me get in her file real quick. What was her first and last name? It's Shawna McCullough. Okay. Is it all right if I join her in the call? Yeah, yeah, yeah. Okay. Just one moment. Ms. McCullough? Yes. Okay. Hi. And I have, uh, Stephanie on the line, um, with, uh, with Benefits in a Card, and she's gonna assist us further. We're gonna have to, uh, probably transfer back to the 90 Degree Benefit, but I have Stephanie on the line. She's gonna assist us. Hey. Good morning, Shawna. Um, so you do have active coverage for the MEC TeleRx. Um, I was gonna tell you that, if you wish, before I transfer you to that carrier, um, to verify that particular service that you're looking for is covered or not, I could also send you the guide that has all the benefits as well as the ones that you have, and it breaks down what's covered. Um, but if you wish, I could transfer you as well. Can I go ahead and send you that benefit guide just in case you have any questions about what services are covered under the plan that you have? I could send that guide over to you if you wish. Um, yeah, you can send it over, but can you also transfer us? Yes, ma'am. Um, I'm going to go ahead and transfer your call, and I'm going to go ahead and send that email as well, okay? Thank you. You're welcome. Thank you, Stephanie. You're welcome. I hope you have a great day. I'm going to go ahead and transfer your call to 90 Degrees, okay? Thank you. And then when you get transferred,

it's gonna be option one. Sure. Oh, thank you.

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: Hi, Stephanie. My name is Roxy. I'm calling from American Public Life. Um, h- how are you?

Speaker speaker_1: Good. How about you?

Speaker speaker_2: Good. Thanks. I have an insured on the line. She has a hospital indemnity with us, but I'm trying to determine if she has the MEC wellness, and when I dialed that, uh, 800-833 number, it went to a voicemail asking me to leave a message. So I was hoping that I could connect with someone that would be able to tell us if she does in fact have that wellness. I do have her on the line.

Speaker speaker_1: Okay. If you want, you can put her on. You said for the MEC?

Speaker speaker_2: Yeah, the wellness on the MEC.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay? Let me bring her on the line. Um, I haven't... Would you like me to give her... give you the ID number?

Speaker speaker_1: Uh, no, that's fine. With her name and... Oh, I'm sorry, with the name of the agency and the last four of her Social, I could go ahead and pull up her file that way, and it'll give me access to see if she has coverage for that plan or not.

Speaker speaker_2: Last, uh, four is 7464 is what I have, and then, um-

Speaker speaker_1: And then...

Speaker speaker_2: It's Creative Circle, 70030.

Speaker speaker_1: Thank you. And then, um, what, what date was the service for?

Speaker speaker_2: Um, I think it's for... Uh, she's, she's trying to determine what type of benefits she has for some diagnostic services, but she wanted to double-check to see, like I said, what coverage she has. So I think it's for-

Speaker speaker_1: Oh.

Speaker speaker_2: ... a future date. I'm not sure if it's something that's already been, um-

Speaker speaker_1: So I can see-

Speaker speaker_2: ... services already been done.

Speaker speaker_1: I can see if she has that plan, but-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to answer her question if that service would be covered or not, I do have to connect her to 90 Degrees which is the carrier. So I could always transfer you to them as well, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just in case you're having trouble reaching them. But let me get in her file real quick. What was her first and last name?

Speaker speaker_2: It's Shawna McCullough.

Speaker speaker_1: Okay.

Speaker speaker_2: Is it all right if I join her in the call?

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_2: Okay. Just one moment. Ms. McCullough?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Hi. And I have, uh, Stephanie on the line, um, with, uh, with Benefits in a Card, and she's gonna assist us further. We're gonna have to, uh, probably transfer back to the 90 Degree Benefit, but I have Stephanie on the line. She's gonna assist us.

Speaker speaker_1: Hey. Good morning, Shawna. Um, so you do have active coverage for the MEC TeleRx. Um, I was gonna tell you that, if you wish, before I transfer you to that carrier, um, to verify that particular service that you're looking for is covered or not, I could also send you the guide that has all the benefits as well as the ones that you have, and it breaks down what's covered. Um, but if you wish, I could transfer you as well. Can I go ahead and send you that benefit guide just in case you have any questions about what services are covered under the plan that you have? I could send that guide over to you if you wish.

Speaker speaker_3: Um, yeah, you can send it over, but can you also transfer us?

Speaker speaker_1: Yes, ma'am. Um, I'm going to go ahead and transfer your call, and I'm going to go ahead and send that email as well, okay?

Speaker speaker_3: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Thank you, Stephanie.

Speaker speaker_1: You're welcome. I hope you have a great day. I'm going to go ahead and transfer your call to 90 Degrees, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: And then when you get transferred, it's gonna be option one.

Speaker speaker_3: Sure.

Speaker speaker_2: Oh, thank you.