

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Uh, I was wondering, when I go to the doctor, what do I tell them my insurance is? Um, it depends on the plan that you have, because different staffing agencies that we administrate do offer different healthcare benefits. So it just depends. Yes, ma'am. Um, what staffing agency are you with? M- MAU. And then I need the last four of your Social. 5025. And your first and last name? Tremaine Dorsey. For security purposes, can you verify the address that I have on file as well as your date of birth? 51 Lampkin Road in July 17th, 1993. Okay, 706-564-1560 is your phone number? Yes, ma'am. Is it... How is your, um, address spelled? Is it L-A-M-K-I-N or is it- Yes. ... A-L-M-P-K-O-N? Okay. L-A-M-K-I-N. Okay, thank you. And then I have 76-564-1560 as your phone number and dpiandre7@gmail.com. Is that up to date? Yes, that... Yes, ma'am. Okay, so let's see. So you have your pr- the preventative plan and you have the Insha Plus. Um, which one? The, the NEC is the one that would cover like your annuals, the physical, vaccines, STD/cancer screening, only preventative services like the Paps and the mammograms. Mm-hmm. Uh, of course, that's preventative. And then your Insha Plus basic is the one that would cover flat fees for your actual doctor visits once you get sick, hospital visits if you get injured, urgent care, emergency room surgeries. That's your Insha Plus basic. It's two different carriers though. Um, so which- Okay. So my Insha- Uh-huh. Insha Plus would be for... For your doctor visits, like if you're actually sick. Definitely. And then your NEC is the one for like your annuals and checkups, stuff like that. Okay, so if I just came to the doctor now, I would use? Your Insha Plus basic if it's not already- Okay. Is it a member card or something I'm supposed to have? So, um, if you want, I can go ahead and email you your cards if you don't have them yet. Yes, I'd like that. Because it looks like you became active this week. Yes, ma'am. So you'll probably get them sometime today, tomorrow or by the end of next week. But I can go ahead and email them to you. Um, can I put you- That will work. ... on hold while I send that to your email on file? Yes, ma'am, that'll work. Okay, I'll be right back. Okay. Okay. I'm sorry. I, I also forgot to tell you that for your Insha Plus, um, card, so the one that you actually need right now, that one, they normally don't mail it out to you, so you'll probably only get dental, vision and your preventative card. So if you do want me to go ahead and request that Insha Plus basic, I can go ahead and do that, if you want a physical one. Yes, ma'am. That'll work. Okay. I'll be right back. Go ahead and do that. Okay. .Okay. I went ahead and emailed that to your email file. Could you mind verifying that you received that for me? Uh, give me one second. It should come from an email that says info@benefitsinacard.com. What does it say? Info@benefitsinacard.com. And then, um, your preventative card is gonna say MultiPlan and it's gonna be with Vision. And then your dental- Okay, hold on just one sec. ... is gonna be A Card by itself. We just need a copy so we can review what it is. Yeah. 'Cause we can't do... Like we can't prescribe you anything prior to

getting that. So, you can't get me my medicine? Mm-mm. That's not my per- number? Are you on current medication even though there's a prescription with you? Not now. Could you pull it up through your phone, see if just like seeing which one it is and what your dosage is? Yeah, I know which one it is. I just, I have to go to work in 25 minutes and I got to be on those and the lowest condition. When did you run out? Uh, about a month ago. Hmm. I didn't do them. Well, when you did last, I wanna know when you did that- Oh. ... if it's been a month. Okay. Um, 'cause that one would help you out a lot better with your financials. Okay. So, like, if you were to print out yesterday's behavior, reading like three weeks worth. Okay. You'd see it hasn't been added for another month. Okay. It would be zero. Okay. You'd have to call your financials team for three or four weeks. Okay. I'm not gonna look at it right now. Do you wanna, did you want to check it for me? No, no, it's fine. I'm good. Let me grab it real quick. So we did it? Mm-hmm. Hello? Yes, sir. Yes, ma'am and what was you saying? Um, I was gonna tell you that your, the one, your Hospital and DME one is the one that's gonna say American Public Life. Okay. I'm, I'm looking at it right now. So the one that you're needing right now is going to say APL, American Public Life. Then dental's gonna say Care and Ten on it. Okay. And then your preventative card is gonna say MultiPlan and then you're gonna see where it says Vision as well. So it's three different PDFs. Vision is what your preventative, it's the one that covers your annual physicals, vaccines, your cancer screenings. Your, the one that you're needing right now is going to say American Public Life, APL. And then the dental one is gonna say Care and Ten. Okay. So on my ID card, click the AMPLIC Public L- Yeah, the one that says APL is the one that's for like doctor visits, sick, urgent care, emergency room. Okay. That one's going to say, management, analyzations, ensure ploy name coverage, limited benefit hospital indemnity, APL, American Public Life. That's the one. And then the preventative one is going to say MAU MetLife, MedImpact, MultiPlan, 90 Degrees and then I'm going to say Carrington. Okay, okay. I see what you're saying. And that one is for which, which one? The, uh, the 90 Degree? 90 Degrees is for your preventative plan. That one's for like a physical, some vaccines, some STD and cancer screenings. So anything before a problem actually occurs. Okay. Like your annual checkups and stuff. Um, that one's the 90 Degrees. That's the carrier for that plan. And then the carrier for your actual medical plan, which is the doctor visits if you get sick, hospitalization if you get injured, urgent care, emergency room, even some surgeries, that one's for your insurer plan. And the carrier is APL or American Public Life. And then dental just says Carrington but the carrier is APL also but a good way to see is because dental says Carrington, that's for dental. And then 90 Degrees is for your NEC TeleRx plan. Okay, okay, that'll work for me. All right, and then I went ahead and submitted that request for your, um, for your actual medical card so that you can get the one that says American Public Life physical. Okay. Okay, thank you. You're welcome. Have a nice day. Uh, you too.

## 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: Uh, I was wondering, when I go to the doctor, what do I tell them my insurance is?

Speaker speaker\_0: Um, it depends on the plan that you have, because different staffing agencies that we administrate do offer different healthcare benefits. So it just depends.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Um, what staffing agency are you with?

Speaker speaker\_1: M- MAU.

Speaker speaker\_0: And then I need the last four of your Social.

Speaker speaker\_1: 5025.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Tremaine Dorsey.

Speaker speaker\_0: For security purposes, can you verify the address that I have on file as well as your date of birth?

Speaker speaker\_1: 51 Lampkin Road in July 17th, 1993.

Speaker speaker\_0: Okay, 706-564-1560 is your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Is it... How is your, um, address spelled? Is it L-A-M-K-I-N or is it-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... A-L-M-P-K-O-N? Okay.

Speaker speaker\_1: L-A-M-K-I-N.

Speaker speaker\_0: Okay, thank you. And then I have 76-564-1560 as your phone number and dpiandre7@gmail.com. Is that up to date?

Speaker speaker\_1: Yes, that... Yes, ma'am.

Speaker speaker\_0: Okay, so let's see. So you have your pr- the preventative plan and you have the Insha Plus. Um, which one? The, the NEC is the one that would cover like your annuals, the physical, vaccines, STD/cancer screening, only preventative services like the Paps and the mammograms.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Uh, of course, that's preventative. And then your Insha Plus basic is the one that would cover flat fees for your actual doctor visits once you get sick, hospital visits if you get injured, urgent care, emergency room surgeries. That's your Insha Plus basic. It's two different carriers though. Um, so which-

Speaker speaker\_1: Okay. So my Insha-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: Insha Plus would be for...

Speaker speaker\_0: For your doctor visits, like if you're actually sick.

Speaker speaker\_1: Definitely.

Speaker speaker\_0: And then your NEC is the one for like your annuals and checkups, stuff like that.

Speaker speaker\_1: Okay, so if I just came to the doctor now, I would use?

Speaker speaker\_0: Your Insha Plus basic if it's not already-

Speaker speaker\_1: Okay. Is it a member card or something I'm supposed to have?

Speaker speaker\_0: So, um, if you want, I can go ahead and email you your cards if you don't have them yet.

Speaker speaker\_1: Yes, I'd like that.

Speaker speaker\_0: Because it looks like you became active this week.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So you'll probably get them sometime today, tomorrow or by the end of next week. But I can go ahead and email them to you. Um, can I put you-

Speaker speaker\_1: That will work.

Speaker speaker\_0: ... on hold while I send that to your email on file?

Speaker speaker\_1: Yes, ma'am, that'll work.

Speaker speaker\_0: Okay, I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I'm sorry. I, I also forgot to tell you that for your Insha Plus, um, card, so the one that you actually need right now, that one, they normally don't mail it out to you, so you'll probably only get dental, vision and your preventative card. So if you do want me to go ahead and request that Insha Plus basic, I can go ahead and do that, if you want a physical one.

Speaker speaker\_1: Yes, ma'am. That'll work.

Speaker speaker\_0: Okay. I'll be right back. Go ahead and do that.

Speaker speaker\_1: Okay. .

Speaker speaker\_0: Okay. I went ahead and emailed that to your email file. Could you mind verifying that you received that for me?

Speaker speaker\_2: Uh, give me one second.

Speaker speaker\_0: It should come from an email that says info@benefitsinacard.com.

Speaker speaker\_2: What does it say?

Speaker speaker\_0: Info@benefitsinacard.com. And then, um, your preventative card is gonna say MultiPlan and it's gonna be with Vision. And then your dental-

Speaker speaker\_2: Okay, hold on just one sec.

Speaker speaker\_0: ... is gonna be A Card by itself.

Speaker speaker\_3: We just need a copy so we can review what it is.

Speaker speaker\_2: Yeah.

Speaker speaker\_3: 'Cause we can't do... Like we can't prescribe you anything prior to getting that.

Speaker speaker\_2: So, you can't get me my medicine?

Speaker speaker\_3: Mm-mm.

Speaker speaker\_2: That's not my per- number?

Speaker speaker\_3: Are you on current medication even though there's a prescription with you?

Speaker speaker\_2: Not now.

Speaker speaker\_3: Could you pull it up through your phone, see if just like seeing which one it is and what your dosage is?

Speaker speaker\_2: Yeah, I know which one it is. I just, I have to go to work in 25 minutes and I got to be on those and the lowest condition.

Speaker speaker\_3: When did you run out?

Speaker speaker\_2: Uh, about a month ago.

Speaker speaker\_3: Hmm.

Speaker speaker\_2: I didn't do them.

Speaker speaker\_3: Well, when you did last, I wanna know when you did that-

Speaker speaker\_2: Oh.

Speaker speaker\_3: ... if it's been a month.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Um, 'cause that one would help you out a lot better with your financials.

Speaker speaker\_2: Okay.

Speaker speaker\_3: So, like, if you were to print out yesterday's behavior, reading like three weeks worth.

Speaker speaker\_2: Okay.

Speaker speaker\_3: You'd see it hasn't been added for another month.

Speaker speaker\_2: Okay.

Speaker speaker\_3: It would be zero.

Speaker speaker\_2: Okay.

Speaker speaker\_3: You'd have to call your financials team for three or four weeks.

Speaker speaker\_2: Okay. I'm not gonna look at it right now.

Speaker speaker\_3: Do you wanna, did you want to check it for me?

Speaker speaker\_2: No, no, it's fine. I'm good.

Speaker speaker\_3: Let me grab it real quick.

Speaker speaker\_4: So we did it?

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: Yes, ma'am and what was you saying?

Speaker speaker\_0: Um, I was gonna tell you that your, the one, your Hospital and DME one is the one that's gonna say American Public Life.

Speaker speaker\_2: Okay. I'm, I'm looking at it right now.

Speaker speaker\_0: So the one that you're needing right now is going to say APL, American Public Life. Then dental's gonna say Care and Ten on it.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then your preventative card is gonna say MultiPlan and then you're gonna see where it says Vision as well. So it's three different PDFs. Vision is what your preventative, it's the one that covers your annual physicals, vaccines, your cancer screenings. Your, the one that you're needing right now is going to say American Public Life, APL. And then the dental one is gonna say Care and Ten.

Speaker speaker\_1: Okay. So on my ID card, click the AMPLIC Public L-

Speaker speaker\_0: Yeah, the one that says APL is the one that's for like doctor visits, sick, urgent care, emergency room.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That one's going to say, management, analyzations, ensure ploy name coverage, limited benefit hospital indemnity, APL, American Public Life. That's the one. And then the preventative one is going to say MAU MetLife, MedImpact, MultiPlan, 90 Degrees and then I'm going to say Carrington.

Speaker speaker\_1: Okay, okay. I see what you're saying. And that one is for which, which one? The, uh, the 90 Degree?

Speaker speaker\_0: 90 Degrees is for your preventative plan. That one's for like a physical, some vaccines, some STD and cancer screenings. So anything before a problem actually occurs.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Like your annual checkups and stuff. Um, that one's the 90 Degrees. That's the carrier for that plan. And then the carrier for your actual medical plan, which is the doctor visits if you get sick, hospitalization if you get injured, urgent care, emergency room, even some surgeries, that one's for your insurer plan. And the carrier is APL or American Public Life. And then dental just says Carrington but the carrier is APL also but a good way to see is because dental says Carrington, that's for dental. And then 90 Degrees is for your NEC TeleRx plan.

Speaker speaker\_1: Okay, okay, that'll work for me.

Speaker speaker\_0: All right, and then I went ahead and submitted that request for your, um, for your actual medical card so that you can get the one that says American Public Life physical.

Speaker speaker\_1: Okay. Okay, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Uh, you too.