

## **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? Yeah, I was calling to see if I was still covered under the insurance. Okay. Yeah, I can check. Um, what staff and agency are you with? Um, Surge, in Wilmington, Ohio. And then, what are the last four of your Social? 7653. What's your first and last name? Daniel Hall. For security purposes, could you please verify your address as well as your date of birth? I'm not sure what address I gave them. Um, I think the address I was at was 157 North South Street, Wilmington, Ohio, 45177. Okay. And then what was that date of birth? 5/31/'85. Thank you. Is your phone number still the 701-6434? No, I got it changed. Okay. What's the new number? It's 571-4627. Is your email still danielh2220@gmail.com? Yes. So you still have active coverage. It looks like you were auto-enrolled into the preventative plan that they auto-enroll their members- Mm-hmm. ... um, called the MEC TeleRx. So you do have coverage. Did you wanna, um, cancel it or...? No. No, um, I was actually needing the... I was trying to figure out how I can get to the information so I can... See, I have an appointment today, and I didn't know exactly how to get to the information to give it to them. Okay. Um, you never received your card by any chance? I mean, I got this card, but, uh, um, I mean, it's got a group number 9476 on it. It's got my- Mm-hmm. ... employee ID, employee name, medical coverage, employee... you know. But I didn't know how this all works. I've never had insurance through a company before. Okay. So that should have your policy number in there. They should be able to pull you up to see that you do have active coverage. Um, I was gonna ask you if you knew that for your preventive plan, it does require you to stay within the network- Mm-hmm. ... to be covered. And it is, and it is only for preventative services, meaning it will only cover, like, one physical visit a year, some vaccinations, some STD screenings, some cancer screenings, and even some counseling. But it's only for preventative services. See, I had a consultation with an oral surgeon today, and... 90 degrees. And if you, uh, and if you're curious, if you wanna know if that service is covered or not, I can always transfer you to the carrier, who is 90 Degrees. And they would confirm if that service is covered under that plan or not. Okay. Okay? And then, um, on the card, it should say something about, about the MultiPlan network. That network... Oh, I'm sorry, that MultiPlan phone number gives you the provider list that takes that coverage. But if you wanna know if that visit's gonna be covered or not, I can transfer you to the carrier, who is 90 Degrees. Yeah, please. And they would be able to confirm that. Um, but it looks like your coverage is active, um, for this week. But to know if it's covered or not, I would have to connect you to them since we're just the healthcare administrators. Would you like me to transfer your call? Yes. Okay. And then do you want me to provide that phone number also, just in case you get disconnected? Uh, no. You'll be fine. Okay. Okay. Well, thank you for your time. I'm gonna go ahead and transfer your call. All right. 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: Yeah, I was calling to see if I was still covered under the insurance.

Speaker speaker\_1: Okay. Yeah, I can check. Um, what staff and agency are you with?

Speaker speaker\_2: Um, Surge, in Wilmington, Ohio.

Speaker speaker\_1: And then, what are the last four of your Social?

Speaker speaker\_2: 7653.

Speaker speaker\_1: What's your first and last name?

Speaker speaker\_2: Daniel Hall.

Speaker speaker\_1: For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker\_2: I'm not sure what address I gave them. Um, I think the address I was at was 157 North South Street, Wilmington, Ohio, 45177.

Speaker speaker\_1: Okay. And then what was that date of birth?

Speaker speaker\_2: 5/31/'85.

Speaker speaker\_1: Thank you. Is your phone number still the 701-6434?

Speaker speaker\_2: No, I got it changed.

Speaker speaker\_1: Okay. What's the new number?

Speaker speaker\_2: It's 571-4627.

Speaker speaker\_1: Is your email still danielh2220@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So you still have active coverage. It looks like you were auto-enrolled into the preventative plan that they auto-enroll their members-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... um, called the MEC TeleRx. So you do have coverage. Did you wanna, um, cancel it or...?

Speaker speaker\_2: No. No, um, I was actually needing the... I was trying to figure out how I can get to the information so I can... See, I have an appointment today, and I didn't know exactly how to get to the information to give it to them.

Speaker speaker\_1: Okay. Um, you never received your card by any chance?

Speaker speaker\_2: I mean, I got this card, but, uh, um, I mean, it's got a group number 9476 on it. It's got my-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... employee ID, employee name, medical coverage, employee... you know. But I didn't know how this all works. I've never had insurance through a company before.

Speaker speaker\_1: Okay. So that should have your policy number in there. They should be able to pull you up to see that you do have active coverage. Um, I was gonna ask you if you knew that for your preventive plan, it does require you to stay within the network-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... to be covered. And it is, and it is only for preventative services, meaning it will only cover, like, one physical visit a year, some vaccinations, some STD screenings, some cancer screenings, and even some counseling. But it's only for preventative services.

Speaker speaker\_2: See, I had a consultation with an oral surgeon today, and... 90 degrees.

Speaker speaker\_1: And if you, uh, and if you're curious, if you wanna know if that service is covered or not, I can always transfer you to the carrier, who is 90 Degrees. And they would confirm if that service is covered under that plan or not.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? And then, um, on the card, it should say something about, about the MultiPlan network. That network... Oh, I'm sorry, that MultiPlan phone number gives you the provider list that takes that coverage. But if you wanna know if that visit's gonna be covered or not, I can transfer you to the carrier, who is 90 Degrees.

Speaker speaker\_2: Yeah, please.

Speaker speaker\_1: And they would be able to confirm that. Um, but it looks like your coverage is active, um, for this week. But to know if it's covered or not, I would have to connect you to them since we're just the healthcare administrators. Would you like me to transfer your call?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then do you want me to provide that phone number also, just in case you get disconnected?

Speaker speaker\_2: Uh, no. You'll be fine.

Speaker speaker\_1: Okay. Okay. Well, thank you for your time. I'm gonna go ahead and transfer your call.

Speaker speaker\_2: All right. Thank you.