

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, yes. Uh, this is Kenneth Griffin. I have a question. Yes, sir. Uh, I said this is Kenneth Griffin. I'm sorry, can you repeat that? I said... I have... Y- yes, I said this is Kenneth Griffin. I said I have a question. Yeah, what was your question? Uh, yeah. My, uh... my, my, my, my insurance card. Uh, my doctor said it does not allow any, uh, y- yearly, yearly lab work taken. Okay. Um, so if you want, let me go ahead and open your file so that I can see what coverage you have. Um, what staffing- Yes. ... agency do you work for? The NAU. Okay. And then what are the last four of your Social? 01657. For security purposes, could you verify address and date of birth? Yeah. 10 Nickley Court, Cayton South, North Carolina, 29687. 10478. 864-315-7830 is your phone number? Correct. Then I have griffin0... I'm sorry, griffinog0@gmail.com. Is that up to date? Cor- correct. Correct. Okay. Give me one second. Let me check real quick. So you have the MEC Tele-RS which is your preventative plan. That's the one that would cover, um, like one physical visit a year, some vaccines- Yeah. ... some vaccine cancer screens. Um, did you stay within the network? Say it again? Did you stay within the network? Yeah, stayed, stayed with... Um, I don't know if my... I don't know if Medical Peace Center is in-network, but that's my primary doctor. Because, because, the, the plan that you selected is for your preventative services, but it does require you to stay within the network. You step out of the network, you won't have any coverage, so you are required to only use their clinics and doctors. Um, did you ever contact the MultiPlan network? That would be the network that gives you the list of the providers that you can go to. Okay. Okay. Uh, thank you. Um, did you ever get to call that? 'Cause you do have to stay within the network for the plan that you have, which is your MEC. Okay. I, yeah, I didn't know. I didn't know it was like dental, medical, like dental. But, um, all right. Appreciate you. Um, but it was regarding, like, your preventative plan, right? Right. Okay. Yeah, so you would have to contact that MultiPlan number to find the list of providers that take that insurance, because, um, I'm not sure if you might have been outside of the network, and maybe that's why you got told that. But if you ever have questions regarding if a particular service would be covered, who you would have to speak to is the carrier, which for the plan that you have is 90 Degrees. Then to find a provider, you would have to contact the MultiPlan number and then they would guide you of where to go. But if you have questions regarding- Okay. ... a service, if this service is covered or not, you would have to contact 90 Degrees, which is the number that ends in 4296. And to ph- find the providers, you would have to contact MultiPlan. Does that make sense? Yes. Okay. And if you have any questions- Yes. ... you're welcome to call us back. We're open from 8:00 AM up until 8:00 PM Eastern Time. We'll be happy to help you. Okay, thank you. You're welcome. Have a nice day, sir. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes. Uh, this is Kenneth Griffin. I have a question.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, I said this is Kenneth Griffin.

Speaker speaker_0: I'm sorry, can you repeat that?

Speaker speaker_1: I said... I have... Y- yes, I said this is Kenneth Griffin. I said I have a question.

Speaker speaker_0: Yeah, what was your question?

Speaker speaker_1: Uh, yeah. My, uh... my, my, my, my insurance card. Uh, my doctor said it does not allow any, uh, y- yearly, yearly lab work taken.

Speaker speaker_0: Okay. Um, so if you want, let me go ahead and open your file so that I can see what coverage you have. Um, what staffing-

Speaker speaker_1: Yes.

Speaker speaker_0: ... agency do you work for?

Speaker speaker_1: The NAU.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 01657.

Speaker speaker_0: For security purposes, could you verify address and date of birth?

Speaker speaker_1: Yeah. 10 Nickley Court, Cayton South, North Carolina, 29687. 10478.

Speaker speaker_0: 864-315-7830 is your phone number?

Speaker speaker_1: Correct.

Speaker speaker_0: Then I have griffin0... I'm sorry, griffinog0@gmail.com. Is that up to date?

Speaker speaker_1: Cor- correct. Correct.

Speaker speaker_0: Okay. Give me one second. Let me check real quick. So you have the MEC Tele-RS which is your preventative plan. That's the one that would cover, um, like one physical visit a year, some vaccines-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... some vaccine cancer screens. Um, did you stay within the network?

Speaker speaker_1: Say it again?

Speaker speaker_0: Did you stay within the network?

Speaker speaker_1: Yeah, stayed, stayed with... Um, I don't know if my... I don't know if Medical Peace Center is in-network, but that's my primary doctor.

Speaker speaker_0: Because, because, the, the plan that you selected is for your preventative services, but it does require you to stay within the network. You step out of the network, you won't have any coverage, so you are required to only use their clinics and doctors. Um, did you ever contact the MultiPlan network? That would be the network that gives you the list of the providers that you can go to.

Speaker speaker_1: Okay. Okay. Uh, thank you.

Speaker speaker_0: Um, did you ever get to call that? 'Cause you do have to stay within the network for the plan that you have, which is your MEC.

Speaker speaker_1: Okay. I, yeah, I didn't know. I didn't know it was like dental, medical, like dental. But, um, all right. Appreciate you.

Speaker speaker_0: Um, but it was regarding, like, your preventative plan, right?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Yeah, so you would have to contact that MultiPlan number to find the list of providers that take that insurance, because, um, I'm not sure if you might have been outside of the network, and maybe that's why you got told that. But if you ever have questions regarding if a particular service would be covered, who you would have to speak to is the carrier, which for the plan that you have is 90 Degrees. Then to find a provider, you would have to contact the MultiPlan number and then they would guide you of where to go. But if you have questions regarding-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a service, if this service is covered or not, you would have to contact 90 Degrees, which is the number that ends in 4296. And to ph- find the providers, you would have to contact MultiPlan. Does that make sense?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And if you have any questions-

Speaker speaker_1: Yes.

Speaker speaker_0: ... you're welcome to call us back. We're open from 8:00 AM up until 8:00 PM Eastern Time. We'll be happy to help you.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: All right. Bye-bye.