

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Crime. My name is Francesca. How can I assist you today? Hello. My name is Jacob Lyles. Um, my employer gave me you guys' number. Um, I'm just trying to figure out who is, um, who is our, um, dental, um, um, like who is our dental through? Sure thing, sir. So all the staffing companies only have one plan offered with American Public Life under the Careington network. Say that... I'm s- I'm sorry. Could you say that again, please? Yes, sir. That carrier is American Public Life. American Public Life. Now, what do I go about... 'Cause when I got all my cards in the mail, I only got, um, medical and vision. I never got my dental card. Does your Supposive medical one have Careington on it? Do it, do it have what? The word Careington on it. Careington. Hold on. Let me look. No, ma'am. Um, all it's saying, all it says I have is, uh... Hold on. Give me one second, ma'am. I'm sorry. It's okay. Like I said, um, all it's saying is, it, it says member, then it's telling me, like, my group number, my employer ID, employee name, medical coverage. Um, and it says medical from MultiPlan. Then I see vision. Mm-hmm. Then I see, um, bar... Then I see providers and vision again. Uh, I don't see nothing about, um, dental. Well, let's take a look and see if you do have a dental plan. Which staffing company are you with? You said which company I'm with? I'm with, um, MAU Workforce Solutions. What are the last four of your Social? 1432. And the last name? Lyles. L-Y-L-E-S. First name Jacob? Yes, ma'am. All right. Can you please verify your mailing address and date of birth to make sure I have the right account? My mailing address? Yes, sir. Um, it should be, uh... Damn, what's the name of it? Um, 5361 Bush River Road, Columbia, South Carolina, 29212. We actually have a different address on file. Maybe this is your old address? Um, it's... Ah, come on. Is it, um... I can't remember the name of it, but I know it's, um, Fernandina Road and, um, Baysbird. I'm trying to get the address now. I, I can't remember the number though. This is where I used to stay with my uncle. Damn, what was that number? Let me see. Hold on. Hold on. Could you give me a... Can I call you right back? Of course. Or could I put you on hold one second if you won't mind? Sure thing, sir. I can wait for up to one minute. Okay. All right. Okay. And if for whichever reason you're not able to locate that, um, address, the other option will be verifying with your full Social. Hello? Yes, sir. Okay. It's, um, is it 445 Fredonia, um, Road, Leesville? Yes, sir. Okay. There you go. And what is the date of birth? Um, 12-24-1998. I have best contact 803-638-1873. No, ma'am. Can we switch that? Sure thing, sir. Which phone number would you like us to have on file? 803-250-7040. And could we switch that address too if you won't mind? Of course, sir. It's a new enrollment. Yes, ma'am. Okay. And what'll be the new address? Um, 5361 Bush River Road, Columbia, South Carolina, 29212. Oh. Bear with me one moment, I'm sorry. I'm waiting for it to be saved. Yes, ma'am. Could you spell the street name for me please? Spell the what? The street name. Um, B-U-S-H River, R-I-V-E-R, Road. Oh, okay. You having trouble finding it? Yeah. There we go. Um, okay, you got it. Okay. Yes, sir. All right. All right. So we

are going to be saving as 5361 Bush River Road, Columbus, South Carolina, 29212. Yes, ma'am. And then I have your email down as your first and last name, 0701@gmail.com. Can I change that too please, if you don't mind? Of course. Oh, there we go. I'm going to go SkubbaJake, S-K-U-B-B... Oh, no. S-K-U-B-A-A J-A-K-E, 1016@gmail.com. S-K-U-B-A-A-Jake1016@gmail.com? Yes, ma'am. 1016. All right. Mm-hmm. I just signed up for 1016. Okay. Now aside from the one that we just discussed, um, having those four blue squares saying something about MultiPlan- Yes, ma'am. ... what does the other card you have say? Um, on the back of it, it says, um, it says like providers, um, for medical benefit verification slash customer service. Um, and it says vision and it says MetLife for vision. Um, like I said, for the MultiPlan it says medical member, pharmacy and vision on the front of it, but I don't see nothing, anything about um, you know, dental. Okay. And that was the only card you received? Yes, ma'am. Okay. So you're actually missing two more cards. So specifically speaking from your policy, that card is your vision and your medical preventative plan, that State Health DMEC. Now the ones that you're missing is not going to be just your dental, you're actually also missing your hospital indemnity, hospital services basically. You're also missing that card. So it's going to be two in total that I have to send out to you. Yes, ma'am. Did you need me to get more- Is there any way that I- What? I'm sorry, go ahead. I'm listening. Um, it might be what you were about to ask. I was going to ask if you needed me to ask for those to be physically sent to your home as well, to the new address. Yes, ma'am. And what I was going to ask was, is there any way that I still can, um, like, go get seen without having those cards? Of course. I'm about to send you digital copies of them, so you'll be able to show those digital copies to whichever places you go to. Okay. Mm-hmm. And it's also going to have- And it's also going to have. ... that policy number in there. You said it won't have it in there? No, it will have it. Okay. Okay. Cool. Good. And is it going to be sent to my number or my email? It will be to the email that we updated. Okay. Let's see. Okay. So it went out from my inbox, I mean outbox, sorry. It's going to be from info@benefitsinacard.com, and it's going to be titled ID Card. Okay, I see it. All right. Now for the specific card that you're looking again- I just downloaded it. Mm-hmm. I'm, I just downloaded... Oh, okay, I see it now. I see it. Yep. Were you able to open them both? Yes, ma'am. Um, it, I did not even... It, it just popped up in my, uh, email. It's showing me the cards. All right. I see the pre-empting. Um, so there's two things that I would like to say. Uh, the first one being regarding your medical benefits. Your preventative, which is the card that you currently physically have, has a network requirement. Mm-hmm. You need to call MultiPlan Network for your list. Uh, the phone number is on the benefit card and it's also in the email I sent you. And then the other thing as well is you have virtual urgent care. Mm-hmm. Have you activated your account by any chance? No, ma'am. Okay. So I'll go ahead and send you a link to the website. Once you get on it, you're going to click not active yet, and then follow those instructions to be able to get access to your virtual services. Okay. And that's more so of like me being able to, um, contact a doctor virtually and ask him what's going on with me? Yes, sir. So let's say for example, God forbid you wake up, your eye is irritated and you think it could be pink eye. You're able to do a video call during that virtual service to see if a doctor can evaluate you over the phone, and then they'll let you know if you have to be seen in person. Okay. All right. All right. And then the other thing that I also do want to mention is, your virtual... Actually not virtual, sorry. Your vision carrier is MetLife. Mm-hmm. So with the MetLife carrier, they have a major medical insurance department and a PPO department. Your specific services are PPO limited, so

there are two instructions I believe on that email, a specific phone number for your provider, your doctor, to call to verify your coverage. Make sure that they're calling that phone number and put in that provider phone number before they put your information in, because it could send them to the major medical insurance department where they will not be able to find you. So they might- Okay. ... need to be under the- You said... ... ins- ins- up... You said which number? Is it this 800 number, 256? It's on the email. Mm-hmm. That 800-256-8606? Mm-hmm. Okay. All right. And you said, give that number to them if they have any questions about my policy? Yes, sir, when they're verifying your services. Okay. All right. Hey, is that all I needed from you? I think you were all set. Yes, sir. Okay. I appreciate you. You're welcome. Have a great day. You do the same.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Crime. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. My name is Jacob Lyles. Um, my employer gave me you guys' number. Um, I'm just trying to figure out who is, um, who is our, um, dental, um, um, like who is our dental through?

Speaker speaker_0: Sure thing, sir. So all the staffing companies only have one plan offered with American Public Life under the Careington network.

Speaker speaker_1: Say that... I'm s- I'm sorry. Could you say that again, please?

Speaker speaker_0: Yes, sir. That carrier is American Public Life.

Speaker speaker_1: American Public Life. Now, what do I go about... 'Cause when I got all my cards in the mail, I only got, um, medical and vision. I never got my dental card.

Speaker speaker_0: Does your Supposive medical one have Careington on it?

Speaker speaker_1: Do it, do it have what?

Speaker speaker_0: The word Careington on it.

Speaker speaker_1: Careington. Hold on. Let me look. No, ma'am. Um, all it's saying, all it says I have is, uh... Hold on. Give me one second, ma'am. I'm sorry.

Speaker speaker_0: It's okay.

Speaker speaker_1: Like I said, um, all it's saying is, it, it says member, then it's telling me, like, my group number, my employer ID, employee name, medical coverage. Um, and it says medical from MultiPlan. Then I see vision.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Then I see, um, bar... Then I see providers and vision again. Uh, I don't see nothing about, um, dental.

Speaker speaker_0: Well, let's take a look and see if you do have a dental plan. Which staffing company are you with?

Speaker speaker_1: You said which company I'm with? I'm with, um, MAU Workforce Solutions.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 1432.

Speaker speaker_0: And the last name?

Speaker speaker_1: Lyles. L-Y-L-E-S.

Speaker speaker_0: First name Jacob?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Can you please verify your mailing address and date of birth to make sure I have the right account?

Speaker speaker_1: My mailing address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Um, it should be, uh... Damn, what's the name of it? Um, 5361 Bush River Road, Columbia, South Carolina, 29212.

Speaker speaker_0: We actually have a different address on file. Maybe this is your old address?

Speaker speaker_1: Um, it's... Ah, come on. Is it, um... I can't remember the name of it, but I know it's, um, Fernandina Road and, um, Baysbird. I'm trying to get the address now. I, I can't remember the number though. This is where I used to stay with my uncle. Damn, what was that number? Let me see. Hold on. Hold on. Could you give me a... Can I call you right back?

Speaker speaker_0: Of course.

Speaker speaker_1: Or could I put you on hold one second if you won't mind?

Speaker speaker_0: Sure thing, sir. I can wait for up to one minute.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Okay. And if for whichever reason you're not able to locate that, um, address, the other option will be verifying with your full Social.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. It's, um, is it 445 Fredonia, um, Road, Leesville?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. There you go.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: Um, 12-24-1998.

Speaker speaker_0: I have best contact 803-638-1873.

Speaker speaker_1: No, ma'am. Can we switch that?

Speaker speaker_0: Sure thing, sir. Which phone number would you like us to have on file?

Speaker speaker_1: 803-250-7040. And could we switch that address too if you won't mind?

Speaker speaker_0: Of course, sir. It's a new enrollment.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And what'll be the new address?

Speaker speaker_1: Um, 5361 Bush River Road, Columbia, South Carolina, 29212.

Speaker speaker_0: Oh. Bear with me one moment, I'm sorry. I'm waiting for it to be saved.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Could you spell the street name for me please?

Speaker speaker_1: Spell the what?

Speaker speaker_0: The street name.

Speaker speaker_1: Um, B-U-S-H River, R-I-V-E-R, Road.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: You having trouble finding it?

Speaker speaker_0: Yeah. There we go.

Speaker speaker_1: Um, okay, you got it. Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right.

Speaker speaker_0: All right. So we are going to be saving as 5361 Bush River Road, Columbus, South Carolina, 29212.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email down as your first and last name, 0701@gmail.com.

Speaker speaker_1: Can I change that too please, if you don't mind?

Speaker speaker_0: Of course. Oh, there we go.

Speaker speaker_1: I'm going to go SkubbaJake, S-K-U-B-B... Oh, no. S-K-U-B-A-A J-A-K-E, 1016@gmail.com.

Speaker speaker_0: S-K-U-B-A-A-Jake1016@gmail.com?

Speaker speaker_1: Yes, ma'am. 1016.

Speaker speaker_0: All right. Mm-hmm.

Speaker speaker_1: I just signed up for 1016. Okay.

Speaker speaker_0: Now aside from the one that we just discussed, um, having those four blue squares saying something about MultiPlan-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... what does the other card you have say?

Speaker speaker_1: Um, on the back of it, it says, um, it says like providers, um, for medical benefit verification slash customer service. Um, and it says vision and it says MetLife for vision. Um, like I said, for the MultiPlan it says medical member, pharmacy and vision on the front of it, but I don't see nothing, anything about um, you know, dental.

Speaker speaker_0: Okay. And that was the only card you received?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So you're actually missing two more cards. So specifically speaking from your policy, that card is your vision and your medical preventative plan, that State Health DMEC. Now the ones that you're missing is not going to be just your dental, you're actually also missing your hospital indemnity, hospital services basically. You're also missing that card. So it's going to be two in total that I have to send out to you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Did you need me to get more-

Speaker speaker_1: Is there any way that I-

Speaker speaker_0: What?

Speaker speaker_1: I'm sorry, go ahead. I'm listening.

Speaker speaker_0: Um, it might be what you were about to ask. I was going to ask if you needed me to ask for those to be physically sent to your home as well, to the new address.

Speaker speaker_1: Yes, ma'am. And what I was going to ask was, is there any way that I still can, um, like, go get seen without having those cards?

Speaker speaker_0: Of course. I'm about to send you digital copies of them, so you'll be able to show those digital copies to whichever places you go to.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. And it's also going to have-

Speaker speaker_1: And it's also going to have.

Speaker speaker_0: ... that policy number in there.

Speaker speaker_1: You said it won't have it in there?

Speaker speaker_0: No, it will have it.

Speaker speaker_1: Okay. Okay. Cool. Good. And is it going to be sent to my number or my email?

Speaker speaker_0: It will be to the email that we updated.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. Okay. So it went out from my inbox, I mean outbox, sorry. It's going to be from info@benefitsinacard.com, and it's going to be titled ID Card.

Speaker speaker_1: Okay, I see it.

Speaker speaker_0: All right. Now for the specific card that you're looking again-

Speaker speaker_1: I just downloaded it.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm, I just downloaded... Oh, okay, I see it now. I see it. Yep.

Speaker speaker_0: Were you able to open them both?

Speaker speaker_1: Yes, ma'am. Um, it, I did not even... It, it just popped up in my, uh, email. It's showing me the cards.

Speaker speaker_0: All right.

Speaker speaker_1: I see the pre-empting.

Speaker speaker_0: Um, so there's two things that I would like to say. Uh, the first one being regarding your medical benefits. Your preventative, which is the card that you currently physically have, has a network requirement.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You need to call MultiPlan Network for your list. Uh, the phone number is on the benefit card and it's also in the email I sent you. And then the other thing as well is you have virtual urgent care.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Have you activated your account by any chance?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. So I'll go ahead and send you a link to the website. Once you get on it, you're going to click not active yet, and then follow those instructions to be able to get access to your virtual services.

Speaker speaker_1: Okay. And that's more so of like me being able to, um, contact a doctor virtually and ask him what's going on with me?

Speaker speaker_0: Yes, sir. So let's say for example, God forbid you wake up, your eye is irritated and you think it could be pink eye. You're able to do a video call during that virtual service to see if a doctor can evaluate you over the phone, and then they'll let you know if you have to be seen in person.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. And then the other thing that I also do want to mention is, your virtual... Actually not virtual, sorry. Your vision carrier is MetLife.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So with the MetLife carrier, they have a major medical insurance department and a PPO department. Your specific services are PPO limited, so there are two instructions I believe on that email, a specific phone number for your provider, your doctor, to call to verify your coverage. Make sure that they're calling that phone number and put in that provider phone number before they put your information in, because it could send them to the major medical insurance department where they will not be able to find you. So they might-

Speaker speaker_1: Okay.

Speaker speaker_0: ... need to be under the-

Speaker speaker_1: You said...

Speaker speaker_0: ... ins- ins- up...

Speaker speaker_1: You said which number? Is it this 800 number, 256?

Speaker speaker_0: It's on the email. Mm-hmm.

Speaker speaker_1: That 800-256-8606?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. All right. And you said, give that number to them if they have any questions about my policy?

Speaker speaker_0: Yes, sir, when they're verifying your services.

Speaker speaker_1: Okay. All right. Hey, is that all I needed from you?

Speaker speaker_0: I think you were all set. Yes, sir.

Speaker speaker_1: Okay. I appreciate you.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You do the same.