

Transcript: Franchesca

Baez-4540565956247552-5649716497268736

Full Transcript

Thank you for calling Benefit 10 Accra. My name is Francesca. How can I assist you today? Yes, my name is Julius Manuel and I'm an employee through Hamilton Riker. And I was wanting to know, what, what do my insurance entail? What does it cover for me? 'Cause I was, I just got, uh, I'm, uh, I was trying to get a colonoscopy done and they, and they say you, you guys wouldn't pay for it. Okay. Let's see which ones you're enrolled in. What are the last four of your Social? 2285. Please verify your mailing address and date of birth. 2390 Crabapple Drive, Tupelo, Mississippi 38801. Date of birth, state 25/1969. And the best contact 810-282-5352? Yes. And then I show your email address down as first and last name five nine @gmail.com? Yes. By any chance, Mr. Manuel, did you make sure that you were going to a provider that's within network? Uh, now that, I didn't, I don't know. That could be why it wasn't covered. Oh, so, oh, so look for a provider within, within the network. Is it in, uh, do I still got that, is it in, in that book when you guys sent me at the first of the year? Yes, sir. So if you were talking about the benefit guide on the page, number three, that has the summary of your state health DMEC Enhance. It states that it has a network requirement. Oh, okay. So I need to find somebody that does, uh, they will do the colonoscopy within that network? Yes, sir. That will be correct. Now, your dental and vision don't have any network requirement. It is only your medical. Okay. If you will like me to. Okay. I can send you the network providers information to your email. Yeah, please do 'cause I gotta have this done 'cause I'm 50, I'll be 56 in a few weeks and I need it done. Of course, bear with me one moment. Mm-hmm. My name damn it, I miss 'em next week. I told them bitches. All right. You'll be receiving it from info@benefittendcard.com. I sure appreciate you. Of course. Was there any other questions you had? That's it. All right. It was a pleasure. I hope you have a wonderful rest of your day. Yeah, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10 Accra. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, my name is Julius Manuel and I'm an employee through Hamilton Riker. And I was wanting to know, what, what do my insurance entail? What does it cover for me? 'Cause I was, I just got, uh, I'm, uh, I was trying to get a colonoscopy done and they, and they say you, you guys wouldn't pay for it.

Speaker speaker_0: Okay. Let's see which ones you're enrolled in. What are the last four of your Social?

Speaker speaker_1: 2285.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 2390 Crabapple Drive, Tupelo, Mississippi 38801. Date of birth, state 25/1969.

Speaker speaker_0: And the best contact 810-282-5352?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I show your email address down as first and last name five nine @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: By any chance, Mr. Manuel, did you make sure that you were going to a provider that's within network?

Speaker speaker_1: Uh, now that, I didn't, I don't know.

Speaker speaker_0: That could be why it wasn't covered.

Speaker speaker_1: Oh, so, oh, so look for a provider within, within the network. Is it in, uh, do I still got that, is it in, in that book when you guys sent me at the first of the year?

Speaker speaker_0: Yes, sir. So if you were talking about the benefit guide on the page, number three, that has the summary of your state health DMEC Enhance. It states that it has a network requirement.

Speaker speaker_1: Oh, okay. So I need to find somebody that does, uh, they will do the colonoscopy within that network?

Speaker speaker_0: Yes, sir. That will be correct. Now, your dental and vision don't have any network requirement. It is only your medical.

Speaker speaker_1: Okay.

Speaker speaker_0: If you will like me to.

Speaker speaker_1: Okay.

Speaker speaker_0: I can send you the network providers information to your email.

Speaker speaker_1: Yeah, please do 'cause I gotta have this done 'cause I'm 50, I'll be 56 in a few weeks and I need it done.

Speaker speaker_0: Of course, bear with me one moment.

Speaker speaker_1: Mm-hmm. My name damn it, I miss 'em next week. I told them bitches.

Speaker speaker_0: All right. You'll be receiving it from info@benefittendcard.com.

Speaker speaker_1: I sure appreciate you.

Speaker speaker_0: Of course. Was there any other questions you had?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. It was a pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: Yeah, you too.