

## Transcript: Francesca

**Baez-4918986165370880-6356749150502912**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. Um, this is, uh, Lonnie Jesson. I'm calling for my son. He's on his medical card. So, um, he's wondering what, what his benefits cover. If I give you his information, would you be able to try to give me an idea so I can help him with it? So he can get a doctor's appointment and stuff? Unfortunately, without the name of the staffing company and what plan he has, I'm unable to give that information to a third party. Oh, it has, uh, it's benefits in his card. The name and his group number. No, ma'am, that's the company he's enrolled. Oh, okay. Um, so you need... do you need his group number or his ID? So we're just an account administrator. I won't have anywhere to put a group number or an ID ad. I will suggest speaking with him or sending him a text if he's unable to call for him to provide you his staffing company's name and the plan that he enrolled into, 'cause I'm not able to get into his account- Okay. ... unless I'm speaking with him directly. Oh, okay. All right. Um, that's what I was afraid of, um, 'cause he was wanting to check to see what his benefits were and how... So he... for him and his daughter. So I'll have him try to get a hold of you tomorrow, 'cause I don't think he'll be able to get back with you guys today. And you can go over it with him, and if he has any questions, I can help him understand what you're telling him. So, um, I'll just have him get a hold of you tomorrow, and he can give you all the information. Okay? Understood. Yes, if he's unable to call, you just need to know specifically which plan he's on and that staffing company's name for us to provide that information to third parties. Oh, I have that. It's Surge is the staffing company and he's on, uh, the Multiplan. It will have to be another name somewhere in there 'cause Multiplan is the network provider company. Okay, so it's Surge- Mm-hmm. ... is the number. So it should be his staffing company. Is there anything in there that will say MEC or a VIP in there? Uh, MEC. Wait just a second. MEC coverage. It says no co-pay, no deductible and no out of pocket. So that will mean that benefit card that specifically is for a medical preventative plan. That only covers preventative services like the annual physical, the screenings for blood pressure or iron deficiency. Mm-hmm. Along with some generic prescriptions. The only thing is, that plan does have a network requirement and it doesn't cover what they call hospital indemnity services, which will be surgeries, doctor visits and such. Okay. All right. Now, um... That w-... Go ahead. I'm sorry. No, I was gonna ask, does it say anywhere in that card employee plus child? Yes, it does. Okay. So there is a likelihood that maybe he enrolled into one of the VIP plans 'cause for those plans, they don't send a physical card to the house unless they request it. So in the event that he- Okay. ... is enrolled into a VIP plan, um, without the need of him staying on the call or being the one to go through the pro- the whole benefit explanation, you will need to at least get him to provide verbal authorization and to locate the account with us on the phone to be able to see if he has one of the VIP plans or any other plans. Okay. That's, that's the information I needed right

there. So I will have him... He's, he's not really good at what we're doing right here, so he asks me to do it, I'm his mom. Mm-hmm. Uh, I will have him... We'll give you guys a call tomorrow when he's present and then we can go through and find out exactly what he has. And that way he understands, and you have the authorization to give me the information and everything. All right. Okay? And the window will be open 8:00 AM to 8:00 PM Eastern Time. Oh, well, he might be home in time to do it later today then. So- Oh, very... Uh, we'll call you back. Yeah, I'll, I'll call you back and, uh, while he's, when he's here and we can- Mm-hmm. ... go through it. And then that way, if he has any questions, he can ask and I can just kind of sit in the background and help him understand what, what you're telling him. Okay? All right. I appreciate it's... I appreciate your time. Thank you so much for helping me. I appreciate it. Oh. You have- Of course. Great day. I do apologize for the limited information I was able to provide. Oh, thank you. Yeah. Um, that's okay. You g- at least I got to start on it, so at least I know that, hey, you need to be here and then we'll go through it and then I can help him understand what he has. Okay? All right. We look forward- I will talk to you. ... to hearing back from you. Yeah. Thank you. And you have a... if I don't t- get to talk to you directly, you have yourself a very good week and a happy Easter, and I will talk to you soon. Thank you. You too, ma'am. Have a great day. Okay. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. Um, this is, uh, Lonnie Jesson. I'm calling for my son. He's on his medical card. So, um, he's wondering what, what his benefits cover. If I give you his information, would you be able to try to give me an idea so I can help him with it? So he can get a doctor's appointment and stuff?

Speaker speaker\_0: Unfortunately, without the name of the staffing company and what plan he has, I'm unable to give that information to a third party.

Speaker speaker\_1: Oh, it has, uh, it's benefits in his card. The name and his group number.

Speaker speaker\_0: No, ma'am, that's the company he's enrolled.

Speaker speaker\_1: Oh, okay. Um, so you need... do you need his group number or his ID?

Speaker speaker\_0: So we're just an account administrator. I won't have anywhere to put a group number or an ID ad. I will suggest speaking with him or sending him a text if he's unable to call for him to provide you his staffing company's name and the plan that he enrolled into, 'cause I'm not able to get into his account-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... unless I'm speaking with him directly.

Speaker speaker\_1: Oh, okay. All right. Um, that's what I was afraid of, um, 'cause he was wanting to check to see what his benefits were and how... So he... for him and his daughter.

So I'll have him try to get a hold of you tomorrow, 'cause I don't think he'll be able to get back with you guys today. And you can go over it with him, and if he has any questions, I can help him understand what you're telling him. So, um, I'll just have him get a hold of you tomorrow, and he can give you all the information. Okay?

Speaker speaker\_0: Understood. Yes, if he's unable to call, you just need to know specifically which plan he's on and that staffing company's name for us to provide that information to third parties.

Speaker speaker\_1: Oh, I have that. It's Surge is the staffing company and he's on, uh, the Multiplan.

Speaker speaker\_0: It will have to be another name somewhere in there 'cause Multiplan is the network provider company.

Speaker speaker\_1: Okay, so it's Surge-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... is the number.

Speaker speaker\_0: So it should be his staffing company. Is there anything in there that will say MEC or a VIP in there?

Speaker speaker\_1: Uh, MEC. Wait just a second. MEC coverage. It says no co-pay, no deductible and no out of pocket.

Speaker speaker\_0: So that will mean that benefit card that specifically is for a medical preventative plan. That only covers preventative services like the annual physical, the screenings for blood pressure or iron deficiency.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Along with some generic prescriptions. The only thing is, that plan does have a network requirement and it doesn't cover what they call hospital indemnity services, which will be surgeries, doctor visits and such.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Now, um...

Speaker speaker\_1: That w-... Go ahead.

Speaker speaker\_0: I'm sorry. No, I was gonna ask, does it say anywhere in that card employee plus child?

Speaker speaker\_1: Yes, it does.

Speaker speaker\_0: Okay. So there is a likelihood that maybe he enrolled into one of the VIP plans 'cause for those plans, they don't send a physical card to the house unless they request it. So in the event that he-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is enrolled into a VIP plan, um, without the need of him staying on the call or being the one to go through the pro- the whole benefit explanation, you will need to at least get him to provide verbal authorization and to locate the account with us on the phone to be able to see if he has one of the VIP plans or any other plans.

Speaker speaker\_1: Okay. That's, that's the information I needed right there. So I will have him... He's, he's not really good at what we're doing right here, so he asks me to do it, I'm his mom.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, I will have him... We'll give you guys a call tomorrow when he's present and then we can go through and find out exactly what he has. And that way he understands, and you have the authorization to give me the information and everything.

Speaker speaker\_0: All right.

Speaker speaker\_1: Okay?

Speaker speaker\_0: And the window will be open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_1: Oh, well, he might be home in time to do it later today then. So-

Speaker speaker\_0: Oh, very...

Speaker speaker\_1: Uh, we'll call you back. Yeah, I'll, I'll call you back and, uh, while he's, when he's here and we can-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... go through it. And then that way, if he has any questions, he can ask and I can just kind of sit in the background and help him understand what, what you're telling him. Okay?

Speaker speaker\_0: All right.

Speaker speaker\_1: I app- it's... I appreciate your time. Thank you so much for helping me. I appreciate it.

Speaker speaker\_0: Oh.

Speaker speaker\_1: You have-

Speaker speaker\_0: Of course.

Speaker speaker\_1: Great day.

Speaker speaker\_0: I do apologize for the limited information I was able to provide. Oh, thank you.

Speaker speaker\_1: Yeah. Um, that's okay. You g- at least I got to start on it, so at least I know that, hey, you need to be here and then we'll go through it and then I can help him understand what he has. Okay?

Speaker speaker\_0: All right. We look forward-

Speaker speaker\_1: I will talk to you.

Speaker speaker\_0: ... to hearing back from you.

Speaker speaker\_1: Yeah. Thank you. And you have a... if I don't t- get to talk to you directly, you have yourself a very good week and a happy Easter, and I will talk to you soon.

Speaker speaker\_0: Thank you. You too, ma'am. Have a great day.

Speaker speaker\_1: Okay. Bye-bye.

Speaker speaker\_0: Bye.