

Transcript: Franchesca

Baez-5103496766078976-4610365404659712

Full Transcript

... benefit to know car, my name is Rachel. How can I assist you today? Um, yes, ma'am. I was looking over the paperwork that I got from WorkSmart Staff, and as I'm employed with them, and I was trying to debate if I wanted to do insurance or not. And I just had a question if y'all covered, like, family planning with, like, IVF? Mm-hmm. Um, is the, uh, a type of contraceptive method by any chance? I'm sorry, can you say that again? Yes, ma'am. I was asking you, is that a type of contraceptive method? Um, that is... IVF is where they help you get pregnant. So to be quite honest, I do not believe that would be covered since these are PPO limited plans they offered. Okay. However, the provider that would be able to answer that question will be American Public Life. I believe that falls under hospital indemnity. Uh, they have two- Okay. ... phone numbers for two special lines before a member is enrolling that we can provide to you to ask them. Okay. Good. Let me know whenever you're ready. I'm ready. It would be 601. 601. 936. 936. 3290. 3290. And then the- Okay. ... other phone number will be 601- Okay. ... 936- 936. ... 3287. 3287. Okay. Now- I will give them a call. Okay. Um, and then I was gonna say, ma'am... So I did Google just in case to see where family planning will fall if it will be hospital indemnity or preventative. Okay. According to Google is going to be a preventative services. Preventative? Yes. So I will have to give you the other carrier's phone number. If you'd like- Okay. ... I can transfer you to the preventative carrier. Um, that way, in the event that they advise you whether or not it would be covered under them, then you can at least cross them off the list and then call the other two lines later on, if that works with you? Uh, yes, ma'am, that works. Of course. So that phone number will be 800- Okay. ... 833- 833. ... 4296. 4296. All right, and you're gonna select option one. As well as when I transfer you now you're also gonna take that option one, okay? Okay, thank you. Of course, my pleasure, bear with me one moment. I'll go ahead and get you transferred over to them. Okay.

Conversation Format

Speaker speaker_0: ... benefit to know car, my name is Rachel. How can I assist you today?

Speaker speaker_1: Um, yes, ma'am. I was looking over the paperwork that I got from WorkSmart Staff, and as I'm employed with them, and I was trying to debate if I wanted to do insurance or not. And I just had a question if y'all covered, like, family planning with, like, IVF?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, is the, uh, a type of contraceptive method by any chance?

Speaker speaker_1: I'm sorry, can you say that again?

Speaker speaker_0: Yes, ma'am. I was asking you, is that a type of contraceptive method?

Speaker speaker_1: Um, that is... IVF is where they help you get pregnant.

Speaker speaker_0: So to be quite honest, I do not believe that would be covered since these are PPO limited plans they offered.

Speaker speaker_2: Okay.

Speaker speaker_0: However, the provider that would be able to answer that question will be American Public Life. I believe that falls under hospital indemnity. Uh, they have two-

Speaker speaker_1: Okay.

Speaker speaker_0: ... phone numbers for two special lines before a member is enrolling that we can provide to you to ask them.

Speaker speaker_1: Okay.

Speaker speaker_2: Good.

Speaker speaker_0: Let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It would be 601.

Speaker speaker_1: 601.

Speaker speaker_0: 936.

Speaker speaker_1: 936.

Speaker speaker_0: 3290.

Speaker speaker_1: 3290.

Speaker speaker_0: And then the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... other phone number will be 601-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 936-

Speaker speaker_1: 936.

Speaker speaker_0: ... 3287.

Speaker speaker_1: 3287. Okay.

Speaker speaker_0: Now-

Speaker speaker_1: I will give them a call.

Speaker speaker_0: Okay. Um, and then I was gonna say, ma'am... So I did Google just in case to see where family planning will fall if it will be hospital indemnity or preventative.

Speaker speaker_1: Okay.

Speaker speaker_0: According to Google is going to be a preventative services.

Speaker speaker_1: Preventative?

Speaker speaker_0: Yes. So I will have to give you the other carrier's phone number. If you'd like-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can transfer you to the preventative carrier. Um, that way, in the event that they advise you whether or not it would be covered under them, then you can at least cross them off the list and then call the other two lines later on, if that works with you?

Speaker speaker_1: Uh, yes, ma'am, that works.

Speaker speaker_0: Of course. So that phone number will be 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 833-

Speaker speaker_1: 833.

Speaker speaker_0: ... 4296.

Speaker speaker_1: 4296.

Speaker speaker_0: All right, and you're gonna select option one. As well as when I transfer you now you're also gonna take that option one, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course, my pleasure, bear with me one moment. I'll go ahead and get you transferred over to them.

Speaker speaker_1: Okay.