

Transcript: Franchesca

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Full Transcript

Good afternoon, welcome to the Benefit Center. My number is assist you. Hi. Hey, my name is Corwin Hastings. I, uh, I was trying to get some information about my insurance. Can you take a look at the policy? What staffing company do you work with? Uh, BG Staffing. What are the last four of the social and last name? 5501 Hayes. All right. Can you please verify your mailing address and date of birth so that we can make sure we're in the right account? Right. 8821 West Hills Court, WPA, Georgia 30003. What was the last, uh, question you asked me? Your date of birth. Right, date of birth. March 10th, 1990. I'm sorry? March 10th, 1990. I have that contact down as the 706-512-5739. Yes. All right, so you currently have dental, vision and the medical preventative stay healthy plan. Right. And, um, I was trying to, uh, 'cause I went to the, the emergency room. Um, I went to the emergency room last night and, um, I don't know if I have it. I got a, um, my medical insurance card. So, uh, I know I got the dental one. I know I got that one. But, uh, I don't remember no, uh, for the, uh, medical, so I didn't have that information to give them. So I was wondering if you could help me with that. Sure thing, sir. I'd be more than happy to send a digital copy to your email. However, I do have to let you know preventative services do not include the emergency room or urgent care. That is a hospital indemnity service. Okay. Oh, okay. That's fine. All right. Does it cover medication? Yes, sir. So you do have with that medical plan two types of coverage for prescriptions. The first one comes attached to the plan itself, which is for medical preventative generic prescriptions. And then the second one will be, excuse me, the second one will be your FreeRx membership that comes with this plan. So with that membership you're able to get about 90% of the generics prescribed to us in the US for free. Okay. Do you remember ever activating that or registering to access that? Uh, I don't remember that, uh, because... You don't? No, ma'am. Okay. I don't think I do. Okay. So that is no issue. What I'm gonna go ahead and do is, is send you two emails in total. One of them is gonna have your medical, which is also your vision card, and then the other one- Okay. ... will have the instructions for you to go ahead and register in order to go ahead and have access to those FreeRx services. Okay. It's gonna have the links as well as the steps on the email. Okay. Now you said you did have your dental one, correct? Correct. All right. Okay. Go ahead. Also, speaking of dental work? Mm-hmm. Uh, could you also email me over a, a, a list of, uh, doc- uh, dental offices in my, uh, in my area that takes our insurance or? So I don't have access to that information, that specific list. However, the email that I'm going to send to you will have the information for the network providers of vision, dental and medical. Okay. Now, out of the three plans, the only one that does have a require of network will be your medical, but with your vision and your dental you can go anywhere, so long as they take your carrier. Oh. Gotcha. Okay. All right. I send you both emails. The first one is gonna be those FreeRx registrations instructions and then the second one is going to be the benefit card. So there will be only one card on it and then the

information for all of the three providers for the networks. Okay. I got it. Thank you so much. Of course. Is there anything else we can assist you with today? No, no. That's it. Thank you so much. Of course. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Thank you.

Conversation Format

Speaker speaker_0: Good afternoon, welcome to the Benefit Center. My number is assist you.

Speaker speaker_1: Hi. Hey, my name is Corwin Hastings. I, uh, I was trying to get some information about my insurance.

Speaker speaker_0: Can you take a look at the policy? What staffing company do you work with?

Speaker speaker_1: Uh, BG Staffing.

Speaker speaker_0: What are the last four of the social and last name?

Speaker speaker_1: 5501 Hayes.

Speaker speaker_0: All right. Can you please verify your mailing address and date of birth so that we can make sure we're in the right account?

Speaker speaker_1: Right. 8821 West Hills Court, WPA, Georgia 30003. What was the last, uh, question you asked me?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Right, date of birth. March 10th, 1990.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: March 10th, 1990.

Speaker speaker_0: I have that contact down as the 706-512-5739.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so you currently have dental, vision and the medical preventative stay healthy plan.

Speaker speaker_1: Right. And, um, I was trying to, uh, 'cause I went to the, the emergency room. Um, I went to the emergency room last night and, um, I don't know if I have it. I got a, um, my medical insurance card. So, uh, I know I got the dental one. I know I got that one. But, uh, I don't remember no, uh, for the, uh, medical, so I didn't have that information to give them. So I was wondering if you could help me with that.

Speaker speaker_0: Sure thing, sir. I'd be more than happy to send a digital copy to your email. However, I do have to let you know preventative services do not include the emergency

room or urgent care. That is a hospital indemnity service.

Speaker speaker_1: Okay. Oh, okay. That's fine.

Speaker speaker_0: All right.

Speaker speaker_1: Does it cover medication?

Speaker speaker_0: Yes, sir. So you do have with that medical plan two types of coverage for prescriptions. The first one comes attached to the plan itself, which is for medical preventative generic prescriptions. And then the second one will be, excuse me, the second one will be your FreeRx membership that comes with this plan. So with that membership you're able to get about 90% of the generics prescribed to us in the US for free.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you remember ever activating that or registering to access that?

Speaker speaker_1: Uh, I don't remember that, uh, because...

Speaker speaker_0: You don't?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't think I do.

Speaker speaker_0: Okay. So that is no issue. What I'm gonna go ahead and do is, is send you two emails in total. One of them is gonna have your medical, which is also your vision card, and then the other one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will have the instructions for you to go ahead and register in order to go ahead and have access to those FreeRx services.

Speaker speaker_1: Okay.

Speaker speaker_0: It's gonna have the links as well as the steps on the email.

Speaker speaker_1: Okay.

Speaker speaker_0: Now you said you did have your dental one, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Okay. Go ahead.

Speaker speaker_1: Also, speaking of dental work?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, could you also email me over a, a, a list of, uh, doc- uh, dental offices in my, uh, in my area that takes our insurance or?

Speaker speaker_0: So I don't have access to that information, that specific list. However, the email that I'm going to send to you will have the information for the network providers of vision, dental and medical.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, out of the three plans, the only one that does have a require of network will be your medical, but with your vision and your dental you can go anywhere, so long as they take your carrier.

Speaker speaker_1: Oh. Gotcha. Okay.

Speaker speaker_0: All right. I send you both emails. The first one is gonna be those FreeRx registrations instructions and then the second one is going to be the benefit card. So there will be only one card on it and then the information for all of the three providers for the networks.

Speaker speaker_1: Okay. I got it. Thank you so much.

Speaker speaker_0: Of course. Is there anything else we can assist you with today?

Speaker speaker_1: No, no. That's it. Thank you so much.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: You too. Thank you.