

Transcript: Franchesca

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Full Transcript

Thank you for call- My name is Francesca. How can I help- How are you doing, ma'am? My name is, um, Ashanti Williams and, um, I work for MAU. And, um, I never, um, like receive my, my benefit cards. So I was thinking I could give you my address so y'all can send my, um, my dental card and my, um, Medicaid card. Sure thing, sir. I do want to clarify, Mr. Williams, Medicaid is health insurance that only the federal government can provide, so more than likely it's going to be a medical insurance card that I'm gonna be looking for, okay? Oh, okay. What are the last four of your Social? Um, one, one, nine, four. And can you please verify your mailing address for me and date of birth? The one that you need to put on there or the one that's on there now? The one that's on here now. I need to verify first that I have the right account in front of me. Okay. Um, 1208 Dothan Road, Ashanti Duan Williams, 10/26/1991. Okay. We have that contact number, same as the one you called on, 803-760-9159. Mm-hmm. And your email is down as atlgeorgiabol90@yahoo.com? Yes, ma'am. All right. What would be the new address that you stated you need to have changed? It's, um, it's 322 Crooked Pine Court... Columbia, South Carolina 29209. Hello? Yes, sir. You got it? All right. Um, what was the name of that street, Pine what? I'm sorry. It's, um, Crooked Pine Court, C-R-O-O-K-E-D, Crooked, P-I-N-E, Pine Court... All the way off Leesburg. And what would be that city still, Columbia, you said? Columbia, South Carolina. C-O-L-U-M-B-I-A. Columbia, South Carolina. Okay. So I have down 322 Crooked Pine Court, Columbia, South Carolina 29202. Mm-hmm. And there's no unit or apartment number, correct? No, this is a house. Let's see. All right. So you did say that you need me to get the benefit card sent to the new address, correct? Yeah, I can't... Um, yeah, 'cause when you go try to get, like, a P clean or you go get checked up, they be wanting, you know, information that I don't have. Okay. So- So I'm gonna place you on a quick hold to put in the request for the physical cards. And I'm also gonna go ahead and download the digital copies of them so that you can have them while you wait for the hard copies to come in the mail, okay? Okay. So what, what can I do with the digital copies? You can show them to your doctors while you wait for the hard copies to get there. Oh, okay. So that's, um, but you're gonna send it to my phone or have it, uh, on my email? I'm gonna send it to you via email. Okay. Thank you. Okay. All right. Let me place you on a quick hold. I'll be right back. All right. Thank you so much for holding, sir. I apologize for the long wait. That's all right? No m- no problem. So I went ahead and sent you two PDF files, which are going to be your medical preventative and your dental card. Okay, so I'll be able to go, um, get a checkup and I'll be able to go get a dental cleaning? M- yes, sir. Just keep in mind that your medical preventative does have a network requirement. The information for the Multiplan Network, which is the company that has that specific list, is provided- What do you mean by that? ... for you on that email. What do you mean by that? So a network requirement means that there's a specific list of providers that you need to go to in

order for the insurance services or preventative to be covered. You talking about like for the dental and to get looked at? No, sir, just for your medical. Um, so I can go anywhere for the dental, but for the, um... So y'all don't do, um, urgent care or something like that? So we don't own any of these plans, we only administer them. Specifically speaking, the plan you selected doesn't cover urgent care. It's medical preventative only. So preventative services- So... .. are gonna be those things that you get done to make sure you're up to health, but it's not gonna cover any treatments like if you're sick with a cough or a cold, those things won't be covered since they're not preventative. So what- what... So what would I be able to get looked at for then? What would it cover? So your plan will cover preventative services such as your annual physical, your screenings for blood pressure, iron deficiency, the preventative counseling for a healthy diet or avoiding UV exposures, along with your generic preventative immunizations such as tetanus, varicella or pertussis, and your prescriptions that are generic like statins or vitamins. And then it does come... Let me see if it has virtual services. Okay. So unfortunately, it does not come with the virtual services. It's only gonna be covering those preventative services I mentioned. So if I wanted to go get a check, it wouldn't cover that at all? If it's a physical... I'm saying like if I wanted to go get a checkup, like if I said about a, a physical, but at the same time, if I'm getting checked for, um, SCs, anything like that, it wouldn't cover none of that? I understand that question, Mr. Williams. Unfortunately, it would be the same answer. As long as those checkups are preventative, it will be covered under the plan. If you have a specific checkup or procedure that you want to know whether or not it will be covered, you will have to speak with the carrier of that plan, which is 90 Degree. But say, for example, if you have a certain special blood test that you need to get done or if you have to get a colonoscopy done, stuff like that, those specific procedures, only your carrier will know whether or not they're covered. But the information that has been provided to us is that your specific plan is gonna be covering preventative services only, and preventative checkups only. Well, I kind of still don't understand, but okay, um... Okay. Preventative is everything that you get done to make sure you're healthy, but it won't cover treatment. So if you have a pink eye, it's not going to cover that issue. If you have a sore throat, it's not going to cover that issue. Okay, so that means I just have to pay out of pocket basically. For services that are not preventative, yes, sir. Okay. And you said services that are not what again? What's that word you said? I'm sorry? What's that word? Just that key word that you said? What's it called again? Preventative. Preventative, yeah. Yes, sir. All right. And who number, what number am I supposed to call about that just to see what they will cover or whatever? The 90 Degree phone number is 800- Hold on one moment. Uh... Okay, I'm ready. Okay, I'm ready. 800- Uh-huh. ... 833- Uh-huh. ... 4296. And they'll have more information about that than you, right? That is correct, 'cause they're the ones that own that specific plan. All right, thank you so much, ma'am. Of course. Was there anything else I can help you with today? No, that's all I had needed. I had to get those cards because I never got them and I'm in pain for it- I understand. ... so, you know. All right. It was a pleasure assisting you today. I hope you have a wonderful rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for call- My name is Francesca. How can I help-

Speaker speaker_1: How are you doing, ma'am? My name is, um, Ashanti Williams and, um, I work for MAU. And, um, I never, um, like receive my, my benefit cards. So I was thinking I could give you my address so y'all can send my, um, my dental card and my, um, Medicaid card.

Speaker speaker_0: Sure thing, sir. I do want to clarify, Mr. Williams, Medicaid is health insurance that only the federal government can provide, so more than likely it's going to be a medical insurance card that I'm gonna be looking for, okay?

Speaker speaker_1: Oh, okay.

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

Speaker speaker_1: Um, one, one, nine, four.

Speaker speaker_0: And can you please verify your mailing address for me and date of birth?

Speaker speaker_1: The one that you need to put on there or the one that's on there now?

Speaker speaker_0: The one that's on here now. I need to verify first that I have the right account in front of me.

Speaker speaker_1: Okay. Um, 1208 Dothan Road, Ashanti Duan Williams, 10/26/1991.

Speaker speaker_0: Okay. We have that contact number, same as the one you called on, 803-760-9159.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And your email is down as atlgeorgiab0190@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. What would be the new address that you stated you need to have changed?

Speaker speaker_1: It's, um, it's 322 Crooked Pine Court... Columbia, South Carolina 29209. Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: You got it?

Speaker speaker_0: All right. Um, what was the name of that street, Pine what? I'm sorry.

Speaker speaker_1: It's, um, Crooked Pine Court, C-R-O-O-K-E-D, Crooked, P-I-N-E, Pine Court... All the way off Leesburg.

Speaker speaker_0: And what would be that city still, Columbia, you said?

Speaker speaker_1: Columbia, South Carolina. C-O-L-U-M-B-I-A. Columbia, South Carolina.

Speaker speaker_0: Okay. So I have down 322 Crooked Pine Court, Columbia, South Carolina 29202.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And there's no unit or apartment number, correct?

Speaker speaker_1: No, this is a house.

Speaker speaker_0: Let's see. All right. So you did say that you need me to get the benefit card sent to the new address, correct?

Speaker speaker_1: Yeah, I can't... Um, yeah, 'cause when you go try to get, like, a P clean or you go get checked up, they be wanting, you know, information that I don't have.

Speaker speaker_0: Okay.

Speaker speaker_1: So-

Speaker speaker_0: So I'm gonna place you on a quick hold to put in the request for the physical cards. And I'm also gonna go ahead and download the digital copies of them so that you can have them while you wait for the hard copies to come in the mail, okay?

Speaker speaker_1: Okay. So what, what can I do with the digital copies?

Speaker speaker_0: You can show them to your doctors while you wait for the hard copies to get there.

Speaker speaker_1: Oh, okay. So that's, um, but you're gonna send it to my phone or have it, uh, on my email?

Speaker speaker_0: I'm gonna send it to you via email.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay. All right. Let me place you on a quick hold. I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Thank you so much for holding, sir. I apologize for the long wait. That's all right?

Speaker speaker_2: No m- no problem.

Speaker speaker_0: So I went ahead and sent you two PDF files, which are going to be your medical preventative and your dental card.

Speaker speaker_2: Okay, so I'll be able to go, um, get a checkup and I'll be able to go get a dental cleaning?

Speaker speaker_0: M- yes, sir. Just keep in mind that your medical preventative does have a network requirement. The information for the Multiplan Network, which is the company that has that specific list, is provided-

Speaker speaker_2: What do you mean by that?

Speaker speaker_0: ... for you on that email.

Speaker speaker_2: What do you mean by that?

Speaker speaker_0: So a network requirement means that there's a specific list of providers that you need to go to in order for the insurance services or preventative to be covered.

Speaker speaker_2: You talking about like for the dental and to get looked at?

Speaker speaker_0: No, sir, just for your medical.

Speaker speaker_2: Um, so I can go anywhere for the dental, but for the, um... So y'all don't do, um, urgent care or something like that?

Speaker speaker_0: So we don't own any of these plans, we only administer them. Specifically speaking, the plan you selected doesn't cover urgent care. It's medical preventative only. So preventative services-

Speaker speaker_2: So...

Speaker speaker_0: ... are gonna be those things that you get done to make sure you're up to health, but it's not gonna cover any treatments like if you're sick with a cough or a cold, those things won't be covered since they're not preventative.

Speaker speaker_2: So what- what... So what would I be able to get looked at for then? What would it cover?

Speaker speaker_0: So your plan will cover preventative services such as your annual physical, your screenings for blood pressure, iron deficiency, the preventative counseling for a healthy diet or avoiding UV exposures, along with your generic preventative immunizations such as tetanus, varicella or pertussis, and your prescriptions that are generic like statins or vitamins. And then it does come... Let me see if it has virtual services. Okay. So unfortunately, it does not come with the virtual services. It's only gonna be covering those preventative services I mentioned.

Speaker speaker_2: So if I wanted to go get a check, it wouldn't cover that at all?

Speaker speaker_0: If it's a physical...

Speaker speaker_2: I'm saying like if I wanted to go get a checkup, like if I said about a, a physical, but at the same time, if I'm getting checked for, um, SCs, anything like that, it wouldn't cover none of that?

Speaker speaker_0: I understand that question, Mr. Williams. Unfortunately, it would be the same answer. As long as those checkups are preventative, it will be covered under the plan. If you have a specific checkup or procedure that you want to know whether or not it will be covered, you will have to speak with the carrier of that plan, which is 90 Degree. But say, for example, if you have a certain special blood test that you need to get done or if you have to get a colonoscopy done, stuff like that, those specific procedures, only your carrier will know whether or not they're covered. But the information that has been provided to us is that your specific plan is gonna be covering preventative services only, and preventative checkups only.

Speaker speaker_2: Well, I kind of still don't understand, but okay, um...

Speaker speaker_0: Okay. Preventative is everything that you get done to make sure you're healthy, but it won't cover treatment. So if you have a pink eye, it's not going to cover that issue. If you have a sore throat, it's not going to cover that issue.

Speaker speaker_2: Okay, so that means I just have to pay out of pocket basically.

Speaker speaker_0: For services that are not preventative, yes, sir.

Speaker speaker_2: Okay. And you said services that are not what again? What's that word you said?

Speaker speaker_0: I'm sorry?

Speaker speaker_2: What's that word? Just that key word that you said? What's it called again?

Speaker speaker_0: Preventative.

Speaker speaker_2: Preventative, yeah.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: All right. And who number, what number am I supposed to call about that just to see what they will cover or whatever?

Speaker speaker_0: The 90 Degree phone number is 800-

Speaker speaker_2: Hold on one moment. Uh... Okay, I'm ready. Okay, I'm ready.

Speaker speaker_0: 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... 833-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... 4296.

Speaker speaker_2: And they'll have more information about that than you, right?

Speaker speaker_0: That is correct, 'cause they're the ones that own that specific plan.

Speaker speaker_2: All right, thank you so much, ma'am.

Speaker speaker_0: Of course. Was there anything else I can help you with today?

Speaker speaker_2: No, that's all I had needed. I had to get those cards because I never got them and I'm in pain for it-

Speaker speaker_0: I understand.

Speaker speaker_2: ... so, you know.

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

Speaker speaker_2: You too.