

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits Now card. My name is Francesca. How can I assist you today? I wanted to call and check on my benefits. What staffing company do you work with? I work for MAU. I work at TTI, but I work for MAU. What are the last four of your social and your last name? Uh, 1237551 and my last name is Lee. Can you please verify your mailing address and your date of birth? Uh, 1268 Heatherbrook Court, Anderson, South Carolina. Date of birth is 04/08/71. We have VSA number 328647902724? Yes, ma'am. And we show your email as kyalee91@gmail.com? Yes, ma'am. All right. What did you ch- want to check about your benefits? Yes, ma'am. No, sir. I asked what did you want to check in regards to your benefits? Uh, uh, uh, how is my, um, as far as my, my healthcare benefits? Like the summary of what the plan covers for a specific procedure- Yes, ma'am. What do the plan, what do the, what do the plan covers? Mm-hmm. So it shows you're enrolled into the MEC Enhance for the medical. That plan covers both preventative services as well as hospital and net medic. Um, it does have a network requirement that shows that you get four visits per year for primary care visits with a \$10 co-pay, four specialist care visits per year with a \$50 co-pay and four urgent care visits per year with a \$60 co-pay per paycheck. It comes with two pre-requisite- So- ... package. Go ahead, I'm sorry. So, so okay, so you're saying I get four a year, like if I go to my, uh, pain management specialist, I wouldn't, I won't have no high co-pay no more? I wouldn't be able to answer that. It all depends if you're going into a network as well as whether or not the plan will cover a pain management specialist. You'll have to Um- ... the carrier to know if that's one of the specialists covered under the plan. So I really have to ask the specialist? No, sir. The carrier, the carrier is the owner of the plan since we only administer the benefits. We don't own them. They'll be the ones to be able to know, let's say for example, if you were getting a surgery, a gallbladder surgery, um, or the appendix removed, to know whether or not that specific surgery is covered under the plan, you'll have to speak with the carrier, the owner of the plan 'cause we don't have access to that information. Okay, so I have to speak to the carrier of the plan? Yes, sir. The only thing that I can tell you, like, um, if we follow that surgery example, will be the fact that per the information provided to us it shows that for surgeries in a physician's office the plan will cover \$125 from the bill once a year. But to know the specific surgeries that would be covered, that would be with your carrier. Okay, okay. All right. Okay. Okay. All right. Well, thank you. Of course. Do you want me to give you the carrier's information in the event that there's something specific you want to know like that pain management specialist? Yes, ma'am. Let me know when you're ready. I am ready. Okay, so the 90 degree will be the main carrier on that plan. 90 Degree? Yes, sir. Okay. Let me know when you're ready for that phone number. Uh, uh, hold on. Okay. 90 Degree, 90 Degree. Hold on one minute please. 54-17. Mm-hmm. Okay. 90 Degree. Okay. And what's the phone number? It is 800... Okay. Is it 1-8- 1-800 or just 800? We have it down just- 800. ... as 800.

Mm-hmm. Okay. 800, yes, ma'am. 833. 8-3-3... 4296. 4-2-9-6. Option one. Option one. Yes, ma'am. I got it. And then part of that plan is with American Public Life. American Public Life? Yes, sir. They also go by APL. American Public Life. Okay. And their phone number is 800... Okay, hold on. 800- 25- Got it. Is it 65? No, 2-5-6. 2-5-6. 8-6-0-6. 8-6-0-6. I have it. Do you have your benefit card, sir? Mm-hmm. Not with me. Okay. Do you need any copy of it, um, of both of them 'cause you're supposed to have two in total? One of them would have been sent to your email and the other one physically to your home. I suppose I'm getting some new ones signed, they haven't sign them yet. Mm-hmm. But I... No, ma'am I don't have them 'cause I had upgraded my plan. Yeah. So you won't have the new ones, I see it here. Bear with me one moment. Let me see if they're ready 'cause the new policy become active this Monday, 27th. So let me see if I have access to the new one so that I can go ahead and send them to your email as well. Okay. So we still do not have the new benefit cards, um, they have not been uploaded yet. Okay. I'm gonna keep an eye on it and as soon as I see it I will send you an email with that information. Okay. Um, for now, I'm gonna go ahead and send you an email with the information that I provided to you. Yes, ma'am. With those phone numbers in it. All right. Um, as well as advising you which is which for them, um, such as what type of coverage those two carriers have. Yes, ma'am. All right. They're gonna be titled carrier information, and you're gonna get it from our office email which is info@benefitendercard.com. Okay. Okay. And then the other card has not been updated either from what I can see here. So neither of your two benefit cards are ready yet. Um, but like I said, it should be within today or tomorrow 'cause usually those coverages, their benefit cards are uploaded during that week of activation. Yes, ma'am. By Wednesday, Thursday. Friday definitely, but usually the maybe days are Wednesday or Thursday. So I'll keep a look in it. Okay. Um, you should hear back from me the latest Friday if I don't get those benefit cards today or tomorrow. Okay. All right. And then did you want me to transfer you over to one of those carriers, um, to ask them the questions you know, in regards to that pay- pain management specialist? Oh, not right now 'cause I'm kind of at work and I don't have time. Mm-hmm. Understood. All right. So I'll go ahead and send you that information once I have it. In the event that I don't get to speak with you, I'll make sure to leave you a message and she will send you that email with those benefit cards. Okay? Yes, ma'am. Thank you. Thank you for giving us a call today and allowing me to assist you. Have a great day. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Now card. My name is Francesca. How can I assist you today?

Speaker speaker_1: I wanted to call and check on my benefits.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: I work for MAU. I work at TTI, but I work for MAU.

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

Speaker speaker_1: Uh, 1237551 and my last name is Lee.

Speaker speaker_0: Can you please verify your mailing address and your date of birth?

Speaker speaker_1: Uh, 1268 Heatherbrook Court, Anderson, South Carolina. Date of birth is 04/08/71.

Speaker speaker_0: We have VSA number 328647902724?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we show your email as kyalee91@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. What did you ch- want to check about your benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: No, sir. I asked what did you want to check in regards to your benefits?

Speaker speaker_1: Uh, uh, uh, how is my, um, as far as my, my healthcare benefits?

Speaker speaker_0: Like the summary of what the plan covers for a specific procedure-

Speaker speaker_1: Yes, ma'am. What do the plan, what do the, what do the plan covers?

Speaker speaker_0: Mm-hmm. So it shows you're enrolled into the MEC Enhance for the medical. That plan covers both preventative services as well as hospital and net medic. Um, it does have a network requirement that shows that you get four visits per year for primary care visits with a \$10 co-pay, four specialist care visits per year with a \$50 co-pay and four urgent care visits per year with a \$60 co-pay per paycheck. It comes with two pre-requisite-

Speaker speaker_1: So-

Speaker speaker_0: ... package. Go ahead, I'm sorry.

Speaker speaker_1: So, so okay, so you're saying I get four a year, like if I go to my, uh, pain management specialist, I wouldn't, I won't have no high co-pay no more?

Speaker speaker_0: I wouldn't be able to answer that. It all depends if you're going into a network as well as whether or not the plan will cover a pain management specialist. You'll have to

Speaker speaker_2: Um-

Speaker speaker_0: ... the carrier to know if that's one of the specialists covered under the plan.

Speaker speaker_1: So I really have to ask the specialist?

Speaker speaker_0: No, sir. The carrier, the carrier is the owner of the plan since we only administer the benefits. We don't own them. They'll be the ones to be able to know, let's say for example, if you were getting a surgery, a gallbladder surgery, um, or the appendix removed, to know whether or not that specific surgery is covered under the plan, you'll have to speak with the carrier, the owner of the plan 'cause we don't have access to that information.

Speaker speaker_1: Okay, so I have to speak to the carrier of the plan?

Speaker speaker_0: Yes, sir. The only thing that I can tell you, like, um, if we follow that surgery example, will be the fact that per the information provided to us it shows that for surgeries in a physician's office the plan will cover \$125 from the bill once a year. But to know the specific surgeries that would be covered, that would be with your carrier.

Speaker speaker_1: Okay, okay. All right. Okay. Okay. All right. Well, thank you.

Speaker speaker_0: Of course. Do you want me to give you the carrier's information in the event that there's something specific you want to know like that pain management specialist?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: I am ready.

Speaker speaker_0: Okay, so the 90 degree will be the main carrier on that plan.

Speaker speaker_1: 90 Degree?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me know when you're ready for that phone number.

Speaker speaker_1: Uh, uh, hold on. Okay. 90 Degree, 90 Degree. Hold on one minute please. 54-17.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. 90 Degree. Okay. And what's the phone number?

Speaker speaker_0: It is 800...

Speaker speaker_1: Okay. Is it 1-8- 1-800 or just 800?

Speaker speaker_0: We have it down just-

Speaker speaker_1: 800.

Speaker speaker_0: ... as 800. Mm-hmm.

Speaker speaker_1: Okay. 800, yes, ma'am.

Speaker speaker_0: 833.

Speaker speaker_1: 8-3-3...

Speaker speaker_0: 4296.

Speaker speaker_1: 4-2-9-6.

Speaker speaker_0: Option one.

Speaker speaker_1: Option one. Yes, ma'am. I got it.

Speaker speaker_0: And then part of that plan is with American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir. They also go by APL.

Speaker speaker_1: American Public Life. Okay.

Speaker speaker_0: And their phone number is 800...

Speaker speaker_1: Okay, hold on. 800-

Speaker speaker_0: 25-

Speaker speaker_1: Got it. Is it 65?

Speaker speaker_0: No, 2-5-6.

Speaker speaker_1: 2-5-6.

Speaker speaker_0: 8-6-0-6.

Speaker speaker_1: 8-6-0-6. I have it.

Speaker speaker_0: Do you have your benefit card, sir? Mm-hmm.

Speaker speaker_1: Not with me.

Speaker speaker_0: Okay. Do you need any copy of it, um, of both of them 'cause you're supposed to have two in total? One of them would have been sent to your email and the other one physically to your home.

Speaker speaker_3: I suppose I'm getting some new ones signed, they haven't sign them yet.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: But I... No, ma'am I don't have them 'cause I had upgraded my plan.

Speaker speaker_0: Yeah. So you won't have the new ones, I see it here. Bear with me one moment. Let me see if they're ready 'cause the new policy become active this Monday, 27th. So let me see if I have access to the new one so that I can go ahead and send them to your email as well. Okay. So we still do not have the new benefit cards, um, they have not been uploaded yet.

Speaker speaker_3: Okay.

Speaker speaker_0: I'm gonna keep an eye on it and as soon as I see it I will send you an email with that information.

Speaker speaker_3: Okay.

Speaker speaker_0: Um, for now, I'm gonna go ahead and send you an email with the information that I provided to you.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: With those phone numbers in it.

Speaker speaker_3: All right.

Speaker speaker_0: Um, as well as advising you which is which for them, um, such as what type of coverage those two carriers have.

Speaker speaker_3: Yes, ma'am. All right.

Speaker speaker_0: They're gonna be titled carrier information, and you're gonna get it from our office email which is info@benefitendercard.com.

Speaker speaker_3: Okay.

Speaker speaker_0: Okay. And then the other card has not been updated either from what I can see here. So neither of your two benefit cards are ready yet. Um, but like I said, it should be within today or tomorrow 'cause usually those coverages, their benefit cards are uploaded during that week of activation.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: By Wednesday, Thursday. Friday definitely, but usually the maybe days are Wednesday or Thursday. So I'll keep a look in it.

Speaker speaker_3: Okay.

Speaker speaker_0: Um, you should hear back from me the latest Friday if I don't get those benefit cards today or tomorrow.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. And then did you want me to transfer you over to one of those carriers, um, to ask them the questions you know, in regards to that pay- pain management specialist?

Speaker speaker_3: Oh, not right now 'cause I'm kind of at work and I don't have time.

Speaker speaker_0: Mm-hmm. Understood. All right. So I'll go ahead and send you that information once I have it. In the event that I don't get to speak with you, I'll make sure to leave you a message and she will send you that email with those benefit cards. Okay?

Speaker speaker_3: Yes, ma'am. Thank you.

Speaker speaker_0: Thank you for giving us a call today and allowing me to assist you. Have a great day.

Speaker speaker_3: All right.