

Transcript: Francesca

Baez-5903860653277184-5882352765681664

Full Transcript

Good afternoon. My name is Francesca. I'm a medical benefits card. How can I assist you today? Yes, I'm not sure if I called the right number. But I was... I left a message on, I think, the first number I called. I am going in for a procedure today and I'm trying to see what this card covers 'cause I still work. All right. What staffing company do you work with? MAU. What are the last four of the Social? 9657. And the last name? James. All right. Please verify your mailing address and date of birth to make sure I have the right account in front of me. PO Box 1245, Holly Hill, South Carolina, 29059. Date of birth, 07/17/1957. We have that contact, 843-793-8133, with the G... email of G-W-E-N James, 1957@icloud.com? Mm-hmm. And this is for medical, dental or vision? Medical. Okay. So you're enrolled into the MEC to... MAC standalone preventative plan. Um, so what that plan will cover will be the preventative services such as your annual physical, your screening for your blood pressure, iron deficiency, the preventative counseling of a healthy diet as well as avoiding the UV exposures from the sun. Mm-hmm. Preventative immunizations such as influenza shot, tetanus or varicella are also covered under them. And then we do- What is it? Yes, ma'am. The immunizations for influenza, tetanus or varicella are also covered under the vaccines. Oh. And then your generic preventative prescriptions like s- um, aspirin, FDA-approved contraceptive methods, folic acids or statins. Um, specifically speaking woman health-wise, you do get the cervical cancer, the breast cancer, the chlamydia, syphilis, as well as any HIV- What's that? Oh, oh, stop right there. Stop right... What is it? The chlamydias what? Chlamydia testing, ma'am, when you make sure that you're healthy, if you have any- Okay. ... sexually transmitted diseases. Okay. All right. Now, bef- uh, I want to know does it cover or help me out any with... I have to go to a GI and it... they have to put a camera down my throat. It's called a upper col- colon something or whatever. Okay. So we're only an account administrator. The information that we have regarding the benefits is literally the benefit guide for these plans. The only person that can let you know whether or not a specific procedure will be covered under your current plan is your carrier, which is 90 Degree. Would you like me to provide you their information? Well, is that the 4296 number? Yes, ma'am. It ends in 4296. I thought that was the number I just called. No, ma'am. You called benefits in a card. If you would like, I can try to get you a live agent for 90 Degree, but it looks like you clicked on the wrong prompt. Oh, okay. Okay. Yeah, if you can connect me, that'll work. Sure thing. Bear with me one moment.

Conversation Format

Speaker speaker_0: Good afternoon. My name is Francesca. I'm a medical benefits card. How can I assist you today?

Speaker speaker_1: Yes, I'm not sure if I called the right number. But I was... I left a message on, I think, the first number I called. I am going in for a procedure today and I'm trying to see what this card covers 'cause I still work.

Speaker speaker_0: All right. What staffing company do you work with?

Speaker speaker_1: MAU.

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

Speaker speaker_1: 9657.

Speaker speaker_0: And the last name?

Speaker speaker_1: James.

Speaker speaker_0: All right. Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: PO Box 1245, Holly Hill, South Carolina, 29059. Date of birth, 07/17/1957.

Speaker speaker_0: We have that contact, 843-793-8133, with the G... email of G-W-E-N James, 1957@icloud.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And this is for medical, dental or vision?

Speaker speaker_1: Medical.

Speaker speaker_0: Okay. So you're enrolled into the MEC to... MAC standalone preventative plan. Um, so what that plan will cover will be the preventative services such as your annual physical, your screening for your blood pressure, iron deficiency, the preventative counseling of a healthy diet as well as avoiding the UV exposures from the sun.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Preventative immunizations such as influenza shot, tetanus or varicella are also covered under them. And then we do-

Speaker speaker_1: What is it?

Speaker speaker_0: Yes, ma'am. The immunizations for influenza, tetanus or varicella are also covered under the vaccines.

Speaker speaker_1: Oh.

Speaker speaker_0: And then your generic preventative prescriptions like s- um, aspirin, FDA-approved contraceptive methods, folic acids or statins. Um, specifically speaking woman health-wise, you do get the cervical cancer, the breast cancer, the chlamydia, syphilis, as well

as any HIV-

Speaker speaker_1: What's that? Oh, oh, stop right there. Stop right... What is it? The chlamydias what?

Speaker speaker_0: Chlamydia testing, ma'am, when you make sure that you're healthy, if you have any-

Speaker speaker_1: Okay.

Speaker speaker_0: ... sexually transmitted diseases.

Speaker speaker_1: Okay. All right. Now, bef- uh, I want to know does it cover or help me out any with... I have to go to a GI and it... they have to put a camera down my throat. It's called a upper col- colon something or whatever.

Speaker speaker_0: Okay. So we're only an account administrator. The information that we have regarding the benefits is literally the benefit guide for these plans. The only person that can let you know whether or not a specific procedure will be covered under your current plan is your carrier, which is 90 Degree. Would you like me to provide you their information?

Speaker speaker_1: Well, is that the 4296 number?

Speaker speaker_0: Yes, ma'am. It ends in 4296.

Speaker speaker_1: I thought that was the number I just called.

Speaker speaker_0: No, ma'am. You called benefits in a card. If you would like, I can try to get you a live agent for 90 Degree, but it looks like you clicked on the wrong prompt.

Speaker speaker_1: Oh, okay. Okay. Yeah, if you can connect me, that'll work.

Speaker speaker_0: Sure thing. Bear with me one moment.