

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, I'm on my way to the doctor, and I don't think I have any of your, of my benefit cards. I just have, um, this card with y'all number on it. Okay, and which card is that that you have on this hand that has our number on it? It, it says Oxford, group number 943. Does that have four blue squares on it? Yes. Okay, let me take a look and see which specific plan you're enrolled into, what are the last four of the social and the last name? Uh, 1612, and my last name is Hall, H-A-L-L. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yes, um, 2709 Person Street, Greensboro, North Carolina 27405. And what's the- the other thing you asked me? The date of birth. 06/28/1964. We have the best phone number to reach you, same as the one you called on, 919-356-6973. That's the email- Yeah. ... of PDeniseHall@Gmail.com? Mm-hmm. PDeniseHall, P-D-E-N-I-S-E H-A-L-L @Gmail.com. Understood. So the card that you have in hand is your medical preventative plan as well as your vision plan benefit card. The ones that you're missing will be that dental and your Hospital Indemnity. Uh, now the reason why you did not- Okay. ... get those is the reason... The dental one should be on its way, to be quite honest. But the other one, for the other mental one, the Insurplus Basic Plan, which I believe that will be the one that you'll need today, that one they did- Mm-hmm. ... not send a physical card out for some reason. That carrier doesn't. They only send a digital copy to the email, which nine out of ten times, to be quite honest with you, it does get lost either in spam or junk mail. So I'm gonna go ahead and send you digital copies of both the dental and your other medical plan. Did you want me to put physical request for those cards as well? Yes. All right. And when I get this email ready, the card that you have on file, which is for that medical preventative plan has a network requirement. There's a specific list of hospitals and doctors that you have to go to in order for your insurance to cover those visits. That phone number's gonna be on the email that I'm going to send you, and whenever you try to use your vision plan, there's a specific phone number- Yeah, I won't be u-... Yeah. Yeah, yeah, I won't be using the vision plan. Um, but so it's, it's, it's specific doctors I have to go to? For medical preventative, yes, ma'am. I don't even know if mine is on there. I'm gonna give it to 'em anyway. If it goes through, it goes through. If not, I guess I'm gonna have to pay it myself. Okay. Did you want me to finish explaining how your provider will need to verify your vision plan, or just send you the benefit cards? Just send me the benefit cards. And do you have the list of doctors I'm supposed to see? You have to call the MultiPlan Network. I can transfer you to them if you would like me to. Okay. Yeah, just let me make sure you have my, um, email, uh, correct. P as in Paul, D as in Dennis, E as in Edward, N as in Nancy, I as in Ingrid, S as in Sam, E as in Edward, H as in Harry, A as in Albert, L as in Larry, L as in Larry. Yes, ma'am. Okay. So both benefit cards have been sent to your email from info@benefitsinacard.titleIDcard. Okay, let me double check. I think I did feel

something come in. Uh, uh, uh, okay. So I can use the medical and indemnity card for the, for my visit today? Yes, ma'am. That Hospital Indemnity has no network requirement. Okay, okay. Thank you so much. And, um, I'll call back for the division, but I don't really need the, the... I'll call back for the vision. I just want to make sure that I'm covered today for my medical visit. Understood. Was there anything else? Thank you very much. Of course, my pleasure. Have a great day. Yep. Thank you, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I'm on my way to the doctor, and I don't think I have any of your, of my benefit cards. I just have, um, this card with y'all number on it.

Speaker speaker_0: Okay, and which card is that that you have on this hand that has our number on it?

Speaker speaker_1: It, it says Oxford, group number 943.

Speaker speaker_0: Does that have four blue squares on it?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let me take a look and see which specific plan you're enrolled into, what are the last four of the social and the last name?

Speaker speaker_1: Uh, 1612, and my last name is Hall, H-A-L-L.

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

Speaker speaker_1: Yes, um, 2709 Person Street, Greensboro, North Carolina 27405. And what's the- the other thing you asked me?

Speaker speaker_0: The date of birth.

Speaker speaker_1: 06/28/1964.

Speaker speaker_0: We have the best phone number to reach you, same as the one you called on, 919-356-6973. That's the email-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of PDeniseHall@Gmail.com?

Speaker speaker_1: Mm-hmm. PDeniseHall, P-D-E-N-I-S-E H-A-L-L @Gmail.com.

Speaker speaker_0: Understood. So the card that you have in hand is your medical preventative plan as well as your vision plan benefit card. The ones that you're missing will be that dental and your Hospital Indemnity. Uh, now the reason why you did not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... get those is the reason... The dental one should be on its way, to be quite honest. But the other one, for the other mental one, the Insurplus Basic Plan, which I believe that will be the one that you'll need today, that one they did-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... not send a physical card out for some reason. That carrier doesn't. They only send a digital copy to the email, which nine out of ten times, to be quite honest with you, it does get lost either in spam or junk mail. So I'm gonna go ahead and send you digital copies of both the dental and your other medical plan. Did you want me to put physical request for those cards as well?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And when I get this email ready, the card that you have on file, which is for that medical preventative plan has a network requirement. There's a specific list of hospitals and doctors that you have to go to in order for your insurance to cover those visits. That phone number's gonna be on the email that I'm going to send you, and whenever you try to use your vision plan, there's a specific phone number-

Speaker speaker_1: Yeah, I won't be u-... Yeah. Yeah, yeah, I won't be using the vision plan. Um, but so it's, it's, it's specific doctors I have to go to?

Speaker speaker_0: For medical preventative, yes, ma'am.

Speaker speaker_1: I don't even know if mine is on there. I'm gonna give it to 'em anyway. If it goes through, it goes through. If not, I guess I'm gonna have to pay it myself.

Speaker speaker_0: Okay. Did you want me to finish explaining how your provider will need to verify your vision plan, or just send you the benefit cards?

Speaker speaker_1: Just send me the benefit cards. And do you have the list of doctors I'm supposed to see?

Speaker speaker_0: You have to call the MultiPlan Network. I can transfer you to them if you would like me to.

Speaker speaker_1: Okay. Yeah, just let me make sure you have my, um, email, uh, correct. P as in Paul, D as in Dennis, E as in Edward, N as in Nancy, I as in Ingrid, S as in Sam, E as in Edward, H as in Harry, A as in Albert, L as in Larry, L as in Larry.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: So both benefit cards have been sent to your email from info@benefitsinacard.titleIDcard.

Speaker speaker_1: Okay, let me double check. I think I did feel something come in. Uh, uh, uh, okay. So I can use the medical and indemnity card for the, for my visit today?

Speaker speaker_0: Yes, ma'am. That Hospital Indemnity has no network requirement.

Speaker speaker_1: Okay, okay. Thank you so much. And, um, I'll call back for the division, but I don't really need the, the... I'll call back for the vision. I just want to make sure that I'm covered today for my medical visit.

Speaker speaker_0: Understood. Was there anything else?

Speaker speaker_1: Thank you very much.

Speaker speaker_0: Of course, my pleasure. Have a great day.

Speaker speaker_1: Yep. Thank you, bye-bye.