

## **Transcript: Francesca**

**Baez-6269109865725952-5439907440541696**

### **Full Transcript**

Thank you for calling Benefits in a Card . My name is Francesca. How can I assist you today? I'm here. My name is Keisha Quinn. Hello? And, um... Can you hear me? Uh, oh, it seems like a little far away. Hello? Hold on. Let me get off this. Hold on. Hello? Oh, that's much better. Yes, ma'am? Um, um, my name is Keisha Quinn, and, um, I wanted to know, I'm, I'm not real sure if I'm dialing the right number, but, um, I was trying to see, um, do MRIs cover... My insurance can... covers MRIs. Is this the number I'm supposed to be calling? Yes, ma'am. I can take a look and see who your carrier is so that you may speak with them regarding that. Okay. Which doctor or company do you work with? Um, Labor Force. What are the last four of the Social? 5089. Please verify your mailing address and date of birth. 1561 Bonnie Lane, Smiths, North Carolina 28501, 12-16-1981. Was the year we have thus far number 252-620-0805? Yes, ma'am. With the email all of johnson.tanishaferoo@Gmail.com? Yes, ma'am. Um, so there's two things to keep in mind with your specific plan. You'll want to make sure that the provider office you're getting that MRI at is within the network. Okay. Yeah. And then your plan itself has two different carriers on it. One of them is taking care of the hospital indemnity portion. Hmm. And the other one is covering the remainder of it. Bear with me one moment. Okay. Let me see if there's any information in the benefit guide. Okay. That might be able to tell us which one you might need to speak with. Okay. But if it's... If it's okay, I think Hmm. Let them know. Okay. So I will suggest speaking with American Public Life first. They're the ones that have your hospital indemnity portion. Okay. And if for whichever reason they say that they do not, I will double check with 90 Degree then. If you have a pen and paper, I can provide you both numbers and get you transferred over to American Public Life. Um, no, ma'am, um, 'cause I'm at the doctor right now. Um... Ooh, and I ain't got no pen in here. Um, which one of y'all close? We are making notes too. Oh, oh. Send it through... As I said, can you send it through by text message or email? Yes, ma'am, I can do email. Okay. Okay. So I'll go ahead and put both of the carrier's name and phone number on the email. Okay. Do you want me to get it transferred over to APL? Um, no, I'm gonna call right back just as soon as I get outta here. Understood. Thank you. Of course. You're going to be seeing that coming in from info@benefitsinacard.com, and it'll be titled Carrier Information. Okay. All right. All right. Have a great day. Thank you. You, too. Of course. Yeah.

### **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: I'm here. My name is Keisha Quinn.

Speaker speaker\_0: Hello?

Speaker speaker\_1: And, um... Can you hear me?

Speaker speaker\_0: Uh, oh, it seems like a little far away. Hello?

Speaker speaker\_1: Hold on. Let me get off this. Hold on. Hello?

Speaker speaker\_0: Oh, that's much better. Yes, ma'am?

Speaker speaker\_1: Um, um, my name is Keisha Quinn, and, um, I wanted to know, I'm, I'm not real sure if I'm dialing the right number, but, um, I was trying to see, um, do MRIs cover... My insurance can... covers MRIs. Is this the number I'm supposed to be calling?

Speaker speaker\_0: Yes, ma'am. I can take a look and see who your carrier is so that you may speak with them regarding that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Which doctor or company do you work with?

Speaker speaker\_1: Um, Labor Force.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: 5089.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: 1561 Bonnie Lane, Smiths, North Carolina 28501, 12-16-1981.

Speaker speaker\_0: Was the year we have thus far number 252-620-0805?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: With the email all of johnson.tanishaferoo@Gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Um, so there's two things to keep in mind with your specific plan. You'll want to make sure that the provider office you're getting that MRI at is within the network.

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: And then your plan itself has two different carriers on it. One of them is taking care of the hospital indemnity portion.

Speaker speaker\_1: Hmm.

Speaker speaker\_0: And the other one is covering the remainder of it. Bear with me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me see if there's any information in the benefit guide.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That might be able to tell us which one you might need to speak with.

Speaker speaker\_1: Okay.

Speaker speaker\_2: But if it's... If it's okay, I think

Speaker speaker\_0: Hmm.

Speaker speaker\_2: Let them know.

Speaker speaker\_0: Okay. So I will suggest speaking with American Public Life first. They're the ones that have your hospital indemnity portion.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if for whichever reason they say that they do not, I will double check with 90 Degree then. If you have a pen and paper, I can provide you both numbers and get you transferred over to American Public Life.

Speaker speaker\_1: Um, no, ma'am, um, 'cause I'm at the doctor right now. Um... Ooh, and I ain't got no pen in here. Um, which one of y'all close?

Speaker speaker\_0: We are making notes too. Oh, oh.

Speaker speaker\_1: Send it through... As I said, can you send it through by text message or email?

Speaker speaker\_0: Yes, ma'am, I can do email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. So I'll go ahead and put both of the carrier's name and phone number on the email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you want me to get it transferred over to APL?

Speaker speaker\_1: Um, no, I'm gonna call right back just as soon as I get outta here.

Speaker speaker\_0: Understood.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Of course. You're going to be seeing that coming in from [info@benefitsinacard.com](mailto:info@benefitsinacard.com), and it'll be titled Carrier Information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: Thank you. You, too.

Speaker speaker\_0: Of course.

Speaker speaker\_1: Yeah.