

Transcript: Francesca

Baez-6448432687398912-5509906982551552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, ma'am. I'm trying to set up my Benefits card. So we can go ahead and assist you in enrolling you into benefits but we don't have the benefit cards that can be set up. If you have already received a benefit card for a plan that you have with your staffing company, that will mean that your policy's already active. You don't have to activate a benefit card. All right, 'cause it said, uh, "To access visit or call." So it's not really activated. So if you're reading off an email, that was in regards to- No. ... your virtual care. Huh? If you have a- Huh? ... physical benefit card- Yeah, I do. And you're sure it's for insurance, not for the pay that they sent you? What you say again? Yes, sir. I'm asking if you're calling in regards to an actual insurance benefit card, or by any chance you're calling in regards to the pay card that they provide to you that's linked to your check? I'm calling them that... I got the card in hand. I'm calling about the card I was trying to get set up. I understand that, sir, but I need to verify whether or not the card is a debit card linked to your pay stub or a health insurance card. It's a health insurance card linked to my pay stub. Health insur- Health insurance cards don't get activated, sir. Okay, I got this from my employer. It came in the mail and it says, uh... It's my insurance card. It got my name, employer number, medical coverage, everything on there. Yes, sir. Medical benefit cards for health insurance do not get activated. If you have received your ID benefit card for insurance, it means that your policy has been activated already. I can take a look at- Okay. ... if it's currently active, but you don't have to actually activate them. Right. You could... Can you do that for me? And I, I also was trying to find a provider. Okay, let me place in a quick call. I'll be right back. All right. Go ahead. Thank you for holding, sir. What is the staffing company that you work with? Syringe. And what are the last four digits of your Social Security number to locate your account with them? 7613. And your last name? Smith. Curry Smith? You say what? First name Curry? Yes. All right, and Mr. Smith, can you verify your mailing address and date of birth for me please, for security purposes? 1818 Grayson Street, Texas. 42984. I'm sorry, sir, I have a different mailing address on file. Maybe it's your old home address? 1818 Grayson Street, Texas. No, sir. It's a different address that I have in the account. This the same address that you provided Search when you applied for work with them? That was the address, uh. You see it, 1818 Grayson, uh, 3142 Palo Alto. Yes, I have the 3142 Palo Alto, Dallas, Texas address. Do you need- Yeah. ... me to change to the 1818 Grace Sky Space? No, that's fine. All right, and then I have your best contact, 214-815-5505. 214-815... Yeah, yes, that's it. And then lastly, the email is down as your first initial, your last name, 1984g@gmail.com? Mm-hmm. Yes, sir. So it is active for this week as well. Um, you have not had any lapse in coverage since it became active December 2nd, 2024. You were auto enrolled for your company's staffing policy in a medical preventative care plan which is what

that benefit card you're holding in your hand is for. It does have a network requirement. To locate the providers in that list, I'll have to get you transferred over to the MultiPlan Network, which is the one that has that list. That information is also, I believe, is on the front page of that benefit card where the four squares are added, if I'm not mistaken, for future references. It'll have their phone number and email address. Do you want me to get you transferred to them or do you have any questions about this plan before I do that? Well, you can get me over to them. That's what I was calling for, to find, uh, to get a provider for... Someone close to me so I can go be seen, 'cause it say no co-pay, no deductible, no out-of-pocket. Yes, sir. So- Since this is a preventative care plan, it doesn't have any co-pay on it. All preventative services are covered 100% under that plan. Um, they do have their limitations. Before I transfer you, I do have to say keep in mind that for the free RX package that that plans come with, you are going to need to register on the free RX website for that, and then you do have an urgent virtual care package with that plan as well. Yeah, I didn't understand what that means. Um... Which part? What, what are you saying? Like, uh, like I'm trying to find a doctor close to me. Yes, but the information- It- ... that I provided to you is not related to you locating a doctor. I was just advising you in regards to the two additional services your plan has, to make sure you're aware of them and can utilize them if needed. Right, so you trying to move me to the MultiPlan? Sure thing, sir. I'll go ahead and get you transferred over now. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, ma'am. I'm trying to set up my Benefits card.

Speaker speaker_1: So we can go ahead and assist you in enrolling you into benefits but we don't have the benefit cards that can be set up. If you have already received a benefit card for a plan that you have with your staffing company, that will mean that your policy's already active. You don't have to activate a benefit card.

Speaker speaker_2: All right, 'cause it said, uh, "To access visit or call." So it's not really activated.

Speaker speaker_1: So if you're reading off an email, that was in regards to-

Speaker speaker_2: No.

Speaker speaker_1: ... your virtual care.

Speaker speaker_2: Huh?

Speaker speaker_1: If you have a-

Speaker speaker_2: Huh?

Speaker speaker_1: ... physical benefit card-

Speaker speaker_2: Yeah, I do.

Speaker speaker_1: And you're sure it's for insurance, not for the pay that they sent you?

Speaker speaker_2: What you say again?

Speaker speaker_1: Yes, sir. I'm asking if you're calling in regards to an actual insurance benefit card, or by any chance you're calling in regards to the pay card that they provide to you that's linked to your check?

Speaker speaker_2: I'm calling them that... I got the card in hand. I'm calling about the card I was trying to get set up.

Speaker speaker_1: I understand that, sir, but I need to verify whether or not the card is a debit card linked to your pay stub or a health insurance card.

Speaker speaker_2: It's a health insurance card linked to my pay stub.

Speaker speaker_1: Health insur- Health insurance cards don't get activated, sir.

Speaker speaker_2: Okay, I got this from my employer. It came in the mail and it says, uh... It's my insurance card. It got my name, employer number, medical coverage, everything on there.

Speaker speaker_1: Yes, sir. Medical benefit cards for health insurance do not get activated. If you have received your ID benefit card for insurance, it means that your policy has been activated already. I can take a look at-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if it's currently active, but you don't have to actually activate them.

Speaker speaker_2: Right. You could... Can you do that for me? And I, I also was trying to find a provider.

Speaker speaker_1: Okay, let me place in a quick call. I'll be right back.

Speaker speaker_2: All right.

Speaker speaker_3: Go ahead.

Speaker speaker_1: Thank you for holding, sir. What is the staffing company that you work with?

Speaker speaker_2: Syringe.

Speaker speaker_1: And what are the last four digits of your Social Security number to locate your account with them?

Speaker speaker_2: 7613.

Speaker speaker_1: And your last name?

Speaker speaker_2: Smith.

Speaker speaker_1: Curry Smith?

Speaker speaker_2: You say what?

Speaker speaker_1: First name Curry?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and Mr. Smith, can you verify your mailing address and date of birth for me please, for security purposes?

Speaker speaker_2: 1818 Grayson Street, Texas. 42984.

Speaker speaker_1: I'm sorry, sir, I have a different mailing address on file. Maybe it's your old home address?

Speaker speaker_2: 1818 Grayson Street, Texas.

Speaker speaker_1: No, sir. It's a different address that I have in the account. This the same address that you provided Search when you applied for work with them?

Speaker speaker_2: That was the address, uh. You see it, 1818 Grayson, uh, 3142 Palo Alto.

Speaker speaker_1: Yes, I have the 3142 Palo Alto, Dallas, Texas address. Do you need-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... me to change to the 1818 Grace Sky Space?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: All right, and then I have your best contact, 214-815-5505.

Speaker speaker_2: 214-815... Yeah, yes, that's it.

Speaker speaker_1: And then lastly, the email is down as your first initial, your last name, 1984g@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yes, sir. So it is active for this week as well. Um, you have not had any lapse in coverage since it became active December 2nd, 2024. You were auto enrolled for your company's staffing policy in a medical preventative care plan which is what that benefit card you're holding in your hand is for. It does have a network requirement. To locate the providers in that list, I'll have to get you transferred over to the MultiPlan Network, which is the one that has that list. That information is also, I believe, is on the front page of that benefit card where the four squares are added, if I'm not mistaken, for future references. It'll have their phone number and email address. Do you want me to get you transferred to them or do you have any questions about this plan before I do that?

Speaker speaker_2: Well, you can get me over to them. That's what I was calling for, to find, uh, to get a provider for... Someone close to me so I can go be seen, 'cause it say no co-pay,

no deductible, no out-of-pocket.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So-

Speaker speaker_1: Since this is a preventative care plan, it doesn't have any co-pay on it. All preventative services are covered 100% under that plan. Um, they do have their limitations. Before I transfer you, I do have to say keep in mind that for the free RX package that that plans come with, you are going to need to register on the free RX website for that, and then you do have an urgent virtual care package with that plan as well.

Speaker speaker_2: Yeah, I didn't understand what that means. Um...

Speaker speaker_1: Which part?

Speaker speaker_2: What, what are you saying? Like, uh, like I'm trying to find a doctor close to me.

Speaker speaker_1: Yes, but the information-

Speaker speaker_2: It-

Speaker speaker_1: ... that I provided to you is not related to you locating a doctor. I was just advising you in regards to the two additional services your plan has, to make sure you're aware of them and can utilize them if needed.

Speaker speaker_2: Right, so you trying to move me to the MultiPlan?

Speaker speaker_1: Sure thing, sir. I'll go ahead and get you transferred over now. Have a great day.

Speaker speaker_2: Thank you.