

Transcript: Francesca

Baez-6654216370831360-4526169396002816

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, ma'am. I am trying to see what I'm covered for on the insurance here, um, from the job as far as procedures being done for me- Okay. Let me just look and see. ... for a nozzle. I'm sorry? Go ahead. Well, I was gonna say I'm gonna take a look and see who your carrier is so I can provide you with their phone information. What testing company do you work with? MAU. What are the last four of the social and the last name? Um, James9657. Can I 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. Birth date 07/17/1957. Okay, can I have a phone number to reach you down as 843-793-8133 with the email of g1james1957@icloud.com? No, Gwenjames1957@icloud.com. Without the D, right? It's G-W-E-N. All right. G-W-E-N James. And was this for a medical, dental or vision procedure? Um, this is not for medical. This is not for dental procedures for... I'm having to do an upper co... colonoscopy that goes down my throat. I'm trying to see if that reimburses or does it help with anything. Okay. So that will be a medical procedure, um, the one where they do the study of the camera going down your throat to check your intestines? Yes. Also that I think is called an upper endoscopy. Uh-huh. So you'll have to speak with 90 Degree who's the carrier for it. I do have to say, I will suggest double checking the procedure itself. If it's preventative there is a chance that might be covered. But if it is not preventative, I'm not too sure if it will be covered because the medical plan you're currently enrolled into is their medical preventative with 90 Degree. But they will be the ones to tell you whether or not for sure that procedure will be covered under them. Okay. You have a... Can you connect me or do you have a phone number? Yes, ma'am, I have a phone number. It will be 800- Mm-hmm. -833- Huh? 833- -4296. Okay. And I have another question for you. Mm-hmm. Now, I had called before and matter of fact I done did it many times but maybe I didn't get it because the email that you've given me, maybe they, they, they... I, I, I just didn't get it. So right now you have gwenjames1957@icloud.com. Okay. Yes, ma'am. Question is, I'm doing a hernia now I'm supposed to be covered for that, but I need the paperwork to get it to the doctor by the 24th and I've been calling for a minute and nobody didn't send it out to the address or anything like that. So I need to know 'cause they told me I think I would get reimbursed for that. But the doctor has to sign the paperwork so I need to get that information. I asked for it to be mailed out or some kind of way that I can get it quickly now because it's coming up on the 24th. Okay. So you'll have to request that from 90 Degree. Benefits in a Car is only the administrator so we don't have access- Okay. ... to that portion of your benefits. The phone number I gave you- Okay. ...that I'm gonna transfer you to- Okay. They will be the ones to provide it. I'm really just not sure specifically what that department will be called. Um, but I will suggest when you speak with a representative at 90 Degree, let them know in regards to that paperwork that is

needed so that you can get just- Okay. ... the right place to provide them for you. Okay, thank you so much. Of course. Bear with me one moment while I get you transferred over.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. I am trying to see what I'm covered for on the insurance here, um, from the job as far as procedures being done for me-

Speaker speaker_0: Okay. Let me just look and see.

Speaker speaker_1: ... for a nozzle.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Well, I was gonna say I'm gonna take a look and see who your carrier is so I can provide you with their phone information. What testing company do you work with?

Speaker speaker_1: MAU.

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

Speaker speaker_1: Um, James9657.

Speaker speaker_0: Can I 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. Birth date 07/17/1957.

Speaker speaker_0: Okay, can I have a phone number to reach you down as 843-793-8133 with the email of g1james1957@icloud.com?

Speaker speaker_1: No, Gwenjames1957@icloud.com.

Speaker speaker_0: Without the D, right?

Speaker speaker_1: It's G-W-E-N.

Speaker speaker_0: All right.

Speaker speaker_1: G-W-E-N James.

Speaker speaker_0: And was this for a medical, dental or vision procedure?

Speaker speaker_1: Um, this is not for medical. This is not for dental procedures for... I'm having to do an upper co... colonoscopy that goes down my throat. I'm trying to see if that reimburses or does it help with anything.

Speaker speaker_0: Okay. So that will be a medical procedure, um, the one where they do the study of the camera going down your throat to check your intestines?

Speaker speaker_1: Yes.

Speaker speaker_0: Also that I think is called an upper endoscopy.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So you'll have to speak with 90 Degree who's the carrier for it. I do have to say, I will suggest double checking the procedure itself. If it's preventative there is a chance that might be covered. But if it is not preventative, I'm not too sure if it will be covered because the medical plan you're currently enrolled into is their medical preventative with 90 Degree. But they will be the ones to tell you whether or not for sure that procedure will be covered under them.

Speaker speaker_1: Okay. You have a... Can you connect me or do you have a phone number?

Speaker speaker_0: Yes, ma'am, I have a phone number. It will be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: -833-

Speaker speaker_1: Huh? 833-

Speaker speaker_0: -4296.

Speaker speaker_1: Okay. And I have another question for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Now, I had called before and matter of fact I done did it many times but maybe I didn't get it because the email that you've given me, maybe they, they, they... I, I, I just didn't get it. So right now you have gwenjames1957@icloud.com. Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Question is, I'm doing a hernia now I'm supposed to be covered for that, but I need the paperwork to get it to the doctor by the 24th and I've been calling for a minute and nobody didn't send it out to the address or anything like that. So I need to know 'cause they told me I think I would get reimbursed for that. But the doctor has to sign the paperwork so I need to get that information. I asked for it to be mailed out or some kind of way that I can get it quickly now because it's coming up on the 24th.

Speaker speaker_0: Okay. So you'll have to request that from 90 Degree. Benefits in a Car is only the administrator so we don't have access-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to that portion of your benefits. The phone number I gave you-

Speaker speaker_1: Okay.

Speaker speaker_0: ...that I'm gonna transfer you to-

Speaker speaker_1: Okay.

Speaker speaker_0: They will be the ones to provide it. I'm really just not sure specifically what that department will be called. Um, but I will suggest when you speak with a representative at 90 Degree, let them know in regards to that paperwork that is needed so that you can get just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the right place to provide them for you.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: Of course. Bear with me one moment while I get you transferred over.