

## **Transcript: Francesca**

**Baez-6736394311385088-5974524088500224**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today? Hey, I'm calling because I have one of you guys' cards through my temp service. I was trying to see, what can I use this card for? Um, so the card is not ours. It's actually yours. That's for a medical insurance policy. What staffing company do you work with? Um, yes, I'm aware of that. Um, Surge? So, if I'm not mistaking and you don't remember enrolling for coverage, I believe that could be the card for the medical preventative care plan that Surge automatically enrolls their new hire- Okay. ... for their company policy. Yes, I'm aware of that, too. What can I do with the card? What can it be used for? Medical preventative services, ma'am. Those will be your physical, um, screenings for, like, your blood pressure, iron deficiency, your preventative immunizations which are the influenza shot, tetanus and varicella one, as well as counselings for, like, a healthy diet, avoiding UV exposures from the sun. And then the last three things that it will also do for you, um, it also covers your generic preventative prescriptions, like vitamins, FDA-approved contraceptive methods. It has a virtual urgent care package, as well as a free Rx membership for your prescriptions. The only thing is that it only restricts to preventative services, so that means that it won't cover what they call hospital indemnity services. Those are basically when you go to your doctor's office, um, for, like, a wellness visit or if you're feeling sick or anything like that. Surgeries, urgent care, or the emergency room wouldn't be covered since those are what they consider hospital indemnity services. So if I go to a sur- a- urgent care today to get a physical, would this cover it? It will have to be within network. I'm not too sure if it will consider the physical with the urgent care, but I believe it should be fine. It will have to be what again? I'm sorry. Yes, ma'am. It will have to be within their network. Um, they have a specific list of places, like providers' offices and doctors, that you have to go to. Okay. How do I find that? It will be with the MultiPlan Network provider. I can give you their phone number if you would like. Do they have a website? Yes, ma'am. What's the website? Bear with me one moment. It's [multiplan.com](http://multiplan.com). All right. Thank you so much. Of course. Was there anything else we can assist you with today? No, ma'am. Have a good one. Thank you. You too, and thank you for calling Benefits in a Car.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today?

Speaker speaker\_2: Hey, I'm calling because I have one of you guys' cards through my temp service. I was trying to see, what can I use this card for?

Speaker speaker\_1: Um, so the card is not ours. It's actually yours. That's for a medical insurance policy. What staffing company do you work with?

Speaker speaker\_2: Um, yes, I'm aware of that. Um, Surge?

Speaker speaker\_1: So, if I'm not mistaking and you don't remember enrolling for coverage, I believe that could be the card for the medical preventative care plan that Surge automatically enrolls their new hire-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... for their company policy.

Speaker speaker\_2: Yes, I'm aware of that, too. What can I do with the card? What can it be used for?

Speaker speaker\_1: Medical preventative services, ma'am. Those will be your physical, um, screenings for, like, your blood pressure, iron deficiency, your preventative immunizations which are the influenza shot, tetanus and varicella one, as well as counselings for, like, a healthy diet, avoiding UV exposures from the sun. And then the last three things that it will also do for you, um, it also covers your generic preventative prescriptions, like vitamins, FDA-approved contraceptive methods. It has a virtual urgent care package, as well as a free Rx membership for your prescriptions. The only thing is that it only restricts to preventative services, so that means that it won't cover what they call hospital indemnity services. Those are basically when you go to your doctor's office, um, for, like, a wellness visit or if you're feeling sick or anything like that. Surgeries, urgent care, or the emergency room wouldn't be covered since those are what they consider hospital indemnity services.

Speaker speaker\_2: So if I go to a sur- a- urgent care today to get a physical, would this cover it?

Speaker speaker\_1: It will have to be within network. I'm not too sure if it will consider the physical with the urgent care, but I believe it should be fine.

Speaker speaker\_2: It will have to be what again? I'm sorry.

Speaker speaker\_1: Yes, ma'am. It will have to be within their network. Um, they have a specific list of places, like providers' offices and doctors, that you have to go to.

Speaker speaker\_2: Okay. How do I find that?

Speaker speaker\_1: It will be with the MultiPlan Network provider. I can give you their phone number if you would like.

Speaker speaker\_2: Do they have a website?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: What's the website?

Speaker speaker\_1: Bear with me one moment. It's multiplan.com.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: Of course. Was there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am. Have a good one.

Speaker speaker\_1: Thank you. You too, and thank you for calling Benefits in a Car.