

## Transcript: Justin

**Mills-4537461344354304-4750021557534720**

### Full Transcript

Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today?  
Hi, Justin. Um, I don't know if I called the right number. Um, I'm trying to find out if my insurance covers chiropractic care, and so I don't know if you can help me with that or not. Uh, yeah. What's the staffing agency you work for? Uh, Bill Herdy. And the last four of your social? 5671. And what was your first and last name? Uh, Krista Genwen, with a G. And for security purposes, could you verify your home address, including city, state and zip code, Krista? Uh, 2019 Winchester Way, North Mankato, Minnesota, 56003. And your date of birth? 09/01/1973. And a good telephone number has 507-469-2900? That's correct. And the email I have is krista.the.helper@gmail? Correct. Okay. Um, so you have the MEC Enhanced, which covers hospitals, doctors and medications, plus preventative services. Um, so it looks like you do have s- h- you do have coverage for, um, for a chiropractor, because it's considered a physician's office. Um- Oh, okay. So yeah, you do have coverage for that. Okay. Um, and does it cover just a certain amount, like the other stuff, or does it say- Oh, yes, ma'am. ... what it covers? Um, so it only covers up to \$50 for that visit. Oh. Hey, 50 bucks is good for me. Mm-hmm. It's better than zero, right? Right. So, okay. Perfect. Yeah, 'cause, um, I haven't been to my chiropractor since I got this insurance, and I was like, "Do I have to pay for it out of pocket, or" ... or what? Totally understand. 'fect. Well, that makes things so much better. Awesome. Was there anything- And is there a limit of how many... Yeah. Is there a limit on the vis- amount of visits I can have in a year? Um, it says limited to four visits annually. Okay. All right, so I'll have to cover the other ones out of pocket then if I need more. So, okay. All right. That sounds good. Well, that's all I needed then. Awesome. Well, you have a wonderful day, okay Krista? You, you too. Take care. Bye-bye. All right, bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. Um, I don't know if I called the right number. Um, I'm trying to find out if my insurance covers chiropractic care, and so I don't know if you can help me with that or not.

Speaker speaker\_0: Uh, yeah. What's the staffing agency you work for?

Speaker speaker\_1: Uh, Bill Herdy.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 5671.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Uh, Krista Genwen, with a G.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Krista?

Speaker speaker\_1: Uh, 2019 Winchester Way, North Mankato, Minnesota, 56003.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 09/01/1973.

Speaker speaker\_0: And a good telephone number has 507-469-2900?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email I have is krista.the.helper@gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, so you have the MEC Enhanced, which covers hospitals, doctors and medications, plus preventative services. Um, so it looks like you do have s- h- you do have coverage for, um, for a chiropractor, because it's considered a physician's office. Um-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So yeah, you do have coverage for that.

Speaker speaker\_1: Okay. Um, and does it cover just a certain amount, like the other stuff, or does it say-

Speaker speaker\_0: Oh, yes, ma'am.

Speaker speaker\_1: ... what it covers?

Speaker speaker\_0: Um, so it only covers up to \$50 for that visit.

Speaker speaker\_1: Oh. Hey, 50 bucks is good for me.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It's better than zero, right?

Speaker speaker\_0: Right.

Speaker speaker\_1: So, okay. Perfect. Yeah, 'cause, um, I haven't been to my chiropractor since I got this insurance, and I was like, "Do I have to pay for it out of pocket, or" ... or what?

Speaker speaker\_0: Totally understand.

Speaker speaker\_1: 'fect. Well, that makes things so much better.

Speaker speaker\_0: Awesome. Was there anything-

Speaker speaker\_1: And is there a limit of how many... Yeah. Is there a limit on the vis-amount of visits I can have in a year?

Speaker speaker\_0: Um, it says limited to four visits annually.

Speaker speaker\_1: Okay. All right, so I'll have to cover the other ones out of pocket then if I need more. So, okay. All right. That sounds good. Well, that's all I needed then.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay Krista?

Speaker speaker\_1: You, you too. Take care. Bye-bye.

Speaker speaker\_0: All right, bye-bye.