

Transcript: Justin

Mills-4685279791595520-5867506718130176

Full Transcript

... you for calling- Your call is being monitored or recorded for quality assurance purposes. ... 90 Degree Benefit, the adminis- If you would like to participate in a quick survey after the call to rate your service with us, please press one. Press two if no. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. Go ahead and read the update for the terms, thanks. 361- We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. We appreciate your- Please remain on the line and we will be with you shortly. We will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. We appreciate your- Please remain on the line and we will be with you shortly. ... Nice great benefits. This is Trina, how may I assist you? Ye- yes, hi, this is Joseph Masters. I was calling 'cause my- my- my wife's home insurance plan is well, and I was, uh- Okay, are you a member? Yes, ma'am. Okay. What is your member ID number? Okay. Give me one second. Let me look at my- let me look on my card. Your employee ID number. Yes, ma'am. One second. Uh... Okay, here it is. Uh, maybe it's 64556. Hmm. No, sir. Is that kinda right? It starts... It'll... No, it'll start with a A, G, D or a W or a T. Okay. I'm- I'm looking. Okay, okay. D43733413. Okay. Tell me your name. Joseph Masters. What's your

callback number? 864-775-2899. 864-774... 775. Okay. 2899. 775-2899. Okay, let me look up this... Let me look up your member ID number. Hold on. Let's see. All right. D46733413. D46733413. Okay. So the number I understood is 46733413? No, woman, it's, uh, 437... Uh, let's see. 43733413. Okay, so it's D43733413? Yes, ma'am. 413. Okay. D43... No. 33733413. Okay. Is it for- is it- are you calling for you or for your- is it your wife? Well, I'm calling for her, actually. Um- Okay. What's her name? She has- she has type two diabetes. S- Sabrina Masters. Okay. Okay. And I was- Yes, sir. I was wondering if this insurance would cover her Moderna shots for her diabetes. This... Let's see. Hold on a second here. Let's see. Uh, let me look. So this is the, um, the plan that you got through the- the job agency that you're working through, the temporary job agency? Yes, ma'am. Yes, ma'am. Okay. So this- and these plans are just for preventative care and wellness only. Do- do we know them cover that kind of stuff? What now? I'm sorry. Do we- do- do any of those plans cover that or just... I mean, mine- mine- mine- none of them do? Not... No, it's only for- for wellness and for preventative medicine. That's all that- that it's for. It's just like a temp- like you're gonna be working, like, temporary through the job agency, so, um- Ah. ... this plan only covers, like, um, for wellness visits. Like if you need to go and get a physical, it would cover that. Uh-huh. Okay. Well- well- well, I guess we gotta miss him because he- she needs a shot for her diabetes and- a- a- and with the insurance they're- they're, you know, they're over \$1,000 for, like- for, like four shots. Right. Right. Yeah. And I- I just, I mean, who's gonna afford it- who's gonna afford it? Right. Um- Okay, so- Yeah, hopefully that if you get on, you know, with the com- you know, with the company or the job that you're working through, maybe they have, you know, that they'll have insurance for, like- for, um, you know, for sick visits and things like that. But the insurance through the- you know, through the job agency is only for preventative and wellness that's covered or recommended by the, um, Affordable Care Act guidelines. So this- so basically, this is Obamacare insurance. It's through the Affordable Care Act, yes. Oh, no. And it's only preventative and- Oh, okay. ... and for wellness. Yes. That's all. It doesn't cover, like, if you're- if you're sick or if you have to go have, like, an MRI or you have an accident or anything like that. It doesn't cover that. It's only just for preventative or wellness medicine. Okay. Okay? All right. Well, I'll figure it out something. Okay. I appreciate it. Well, thank you. Uh-huh. Thank you for calling. Yes, ma'am. Okay, bye-bye. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: ... you for calling-

Speaker speaker_1: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... 90 Degree Benefit, the adminis- If you would like to participate in a quick survey after the call to rate your service with us, please press one. Press two if no. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave

a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail.

Speaker speaker_2: Go ahead and read the update for the terms, thanks. 361-

Speaker speaker_0: We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience.

Speaker speaker_1: We appreciate your-

Speaker speaker_0: Please remain on the line and we will be with you shortly.

Speaker speaker_1: We will be with you shortly.

Speaker speaker_0: We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience.

Speaker speaker_1: We appreciate your-

Speaker speaker_0: Please remain on the line and we will be with you shortly.

Speaker speaker_3: ... Nice great benefits. This is Trina, how may I assist you?

Speaker speaker_4: Ye- yes, hi, this is Joseph Masters. I was calling 'cause my- my- my wife's home insurance plan is well, and I was, uh-

Speaker speaker_3: Okay, are you a member?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Okay. What is your member ID number?

Speaker speaker_4: Okay. Give me one second. Let me look at my- let me look on my card.

Speaker speaker_3: Your employee ID number.

Speaker speaker_4: Yes, ma'am. One second. Uh... Okay, here it is. Uh, maybe it's 64556.

Speaker speaker_3: Hmm. No, sir.

Speaker speaker_4: Is that kinda right?

Speaker speaker_3: It starts... It'll... No, it'll start with a A, G, D or a W or a T.

Speaker speaker_4: Okay. I'm- I'm looking. Okay, okay. D43733413.

Speaker speaker_3: Okay. Tell me your name.

Speaker speaker_4: Joseph Masters.

Speaker speaker_3: What's your callback number?

Speaker speaker_4: 864-775-2899.

Speaker speaker_3: 864-774...

Speaker speaker_4: 775.

Speaker speaker_3: Okay.

Speaker speaker_4: 2899.

Speaker speaker_3: 775-2899. Okay, let me look up this... Let me look up your member ID number. Hold on. Let's see.

Speaker speaker_4: All right.

Speaker speaker_3: D46733413. D46733413. Okay. So the number I understood is 46733413?

Speaker speaker_4: No, woman, it's, uh, 437... Uh, let's see. 43733413.

Speaker speaker_3: Okay, so it's D43733413?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: 413. Okay. D43... No. 33733413. Okay. Is it for- is it- are you calling for you or for your- is it your wife?

Speaker speaker_4: Well, I'm calling for her, actually. Um-

Speaker speaker_3: Okay. What's her name?

Speaker speaker_4: She has- she has type two diabetes. S- Sabrina Masters.

Speaker speaker_3: Okay. Okay.

Speaker speaker_4: And I was-

Speaker speaker_3: Yes, sir.

Speaker speaker_4: I was wondering if this insurance would cover her Moderna shots for her diabetes.

Speaker speaker_3: This... Let's see. Hold on a second here. Let's see. Uh, let me look. So this is the, um, the plan that you got through the- the job agency that you're working through, the temporary job agency?

Speaker speaker_4: Yes, ma'am. Yes, ma'am.

Speaker speaker_3: Okay. So this- and these plans are just for preventative care and wellness only.

Speaker speaker_4: Do- do we know them cover that kind of stuff?

Speaker speaker_3: What now? I'm sorry.

Speaker speaker_4: Do we- do- do any of those plans cover that or just... I mean, mine- mine- mine- none of them do?

Speaker speaker_3: Not... No, it's only for- for wellness and for preventative medicine. That's all that- that it's for. It's just like a temp- like you're gonna be working, like, temporary through the job agency, so, um-

Speaker speaker_4: Ah.

Speaker speaker_3: ... this plan only covers, like, um, for wellness visits. Like if you need to go and get a physical, it would cover that.

Speaker speaker_4: Uh-huh. Okay. Well- well- well, I guess we gotta miss him because he- she needs a shot for her diabetes and- a- a- and with the insurance they're- they're, you know, they're over \$1,000 for, like- for, like four shots.

Speaker speaker_3: Right. Right. Yeah.

Speaker speaker_4: And I- I just, I mean, who's gonna afford it- who's gonna afford it?

Speaker speaker_3: Right. Um-

Speaker speaker_4: Okay, so-

Speaker speaker_3: Yeah, hopefully that if you get on, you know, with the com- you know, with the company or the job that you're working through, maybe they have, you know, that they'll have insurance for, like- for, um, you know, for sick visits and things like that. But the insurance through the- you know, through the job agency is only for preventative and wellness that's covered or recommended by the, um, Affordable Care Act guidelines.

Speaker speaker_4: So this- so basically, this is Obamacare insurance.

Speaker speaker_3: It's through the Affordable Care Act, yes.

Speaker speaker_4: Oh, no.

Speaker speaker_3: And it's only preventative and-

Speaker speaker_4: Oh, okay.

Speaker speaker_3: ... and for wellness. Yes. That's all. It doesn't cover, like, if you're- if you're sick or if you have to go have, like, an MRI or you have an accident or anything like that. It doesn't cover that. It's only just for preventative or wellness medicine.

Speaker speaker_4: Okay.

Speaker speaker_3: Okay?

Speaker speaker_4: All right. Well, I'll figure it out something.

Speaker speaker_3: Okay.

Speaker speaker_4: I appreciate it.

Speaker speaker_3: Well, thank you. Uh-huh. Thank you for calling.

Speaker speaker_4: Yes, ma'am. Okay, bye-bye.

Speaker speaker_3: Mm-hmm. Bye-bye.