

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. My name is Cassandra Johnson and I just received my card in the mail about a week ago, and I don't understand it. Can you explain it to me? Yeah. What's the staffing agency you work for? Surge Staffing. And the last four of your Social? Um, 24723... Oh, you said the last four. 3968. Okay, okay. Cassandra Johnson. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Johnson? I'm actually in a treatment center called SLA. It's Sober Living of America, and, um, we live in different apartments but the address, um, here is 6726 Terra Blvd., Johns Burg, Georgia, and I'm in apartment 32D. The zip code is 30236. And confirm your date of birth? September 1st, 1966. And a good telephone number to have is 470-574-1065? That's right. And the email address is cassandraj300@gmail? That's right. Okay, so let's see here. So looking at the file, it looks like you're currently enrolled into the MEC TeleRx, which covers all of your preventative healthcare services, so like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And it also includes- Mm-hmm. ... a subscription to FreeRx, which gives out free or discounted prescription coverage. Okay. Okay, could you tell me the name of that, um, plan again? Um, it's called the MEC TeleRx. M-E-C Telli- Yes. M-E-C T-E-L-E-R-X, yes. T-E-L-L. Wait, you said T-E-L-L R-X? Uh, no. No, T-E-L-E-R-X. One L. Oh, okay. Okay. Okay, I got it. And what was the last, um, name on it, is Telli- M-E-C Tell- Tellex, what? TeleRx. So T-E-L-E, R as in Richard, X as in xylophone. Okay. And what is the... Now, tell me what it includes? Um- What you can- So it covers all of your, it covers all of your preventative healthcare services, which may include your physical exams, diabetes screenings- Mm-hmm. ... vaccinations. Just pretty much things that generally make you stay healthy would be covered under that plan. Okay, does it have any dental? Uh, no, ma'am. It just covers medical. Okay, medical only. Okay, um, could you tell me what would be in the network? Um, so I actually don't have a list on hand. However, I do have a telephone number to provide you and if you call them and provide them with your zip code, they can provide you that information. Mm-hmm. Okay, um, one other thing now. When I tried to use this card, they, they asked me my member ID, and there is no member ID on this card. It's an ID number is like five numbers. Uh, let me see. Here, do you mind if I place you on a brief hold for a second? Okay. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. Um, do you mind, uh, describing the card for me please? Okay. It's, um, it got three little windows i- on it and it got Surge, Elixira, L... I mean, E-l-i-x-i-r-a, which is, um, pharmacy and then it has the medical. Okay. Um, so- Um, it has benefit, ben- Benefits and a Card, and then it has the 90 Degree on the back. Okay, so that is the card that I'm looking at. Um, so when ever you took it to the provider's office, they were looking for a group number? Is

that what they were asking for? Uh, they asked for a member ID number or, um... and there's no such number on here. The only thing it has is the payer ID number. Okay, let's see here. M-Hm. They should be able to search up- Yeah, I know. ... that information by the employee ID number, not the payer ID. Um, here, bear with me one second. Okay. Mm-hmm. Um, now honestly, uh, hon- honestly, the next time you go to the provider, um, and you hand them over that card, I would just have them call us and we can verify eligibility- Okay. ... and what you're covered for, um, 'cause honestly I've never heard of a provider asking for a member ID number when there are, when there's an employee ID and a payer ID as well as a group number as well. So I'm- Mm-hmm. ... kinda questioning wh- what they were needing. So the next time that you do go to that provider, just when you hand them over the card, just have them call us at Benefits in a Card and we can provide them what you're covered for, if that's what they're needing. Okay. Um, because one day I went to the emergency room. I was diagnosed with osteosclerosis, uh, arthritis in my hands, both of my hands, and they, um, gave me a number to a specialist- Mm-hmm. ... and they wanted me to take a screenshot of this card and send it to them, but they never called me back. So do this card cover any specialists or just, um- Um, so no ma'am. ... um, That's it? So it, it just covers, it just covers preventative healthcare services. So whenever you went to the ho- emergency room, it, you wouldn't have coverage for that visit because the medical plan- Okay. ... only covers things that you're preventing from happening to you, like your physical exams, uh, uh, like a diabetes screening or like a vaccination, like you're preventing something from happening to you when you do those things. Oh, okay. So if I... Does it cover a primary care doctor? Um, as long as it's preventative-wise. So it'll cover primary care, but as long as it's preventative-wise, like you go for your yearly examination- Mm-hmm. ... um, vaccine, stuff like that, it would be covered. But if you go- Mm-hmm. ... to that primary care, for like say if you're sick and you need medication, it wouldn't cover that visit because it doesn't cover hospitals, doctors, and medications. It just covers preventative healthcare services. Okay. One more question. If I was on medication in the past and I needed my medication, uh, refilled and I went to see a primary care doctor and he wrote me a prescription, it wouldn't cover that? Now, it may be covered, um, since you do have a FreeRx subscription. So I would check the FreeRx website, uh, to check their medication list- Mm-hmm. ... to see if your medicine is on that list and it could be- Okay. ... potentially sent to your address or picked up at your local pharmacy. Okay. Can you give me the number for the network, please? Um, yeah, just let me know whenever you're ready. I'm ready. Okay. So the company is called MultiPlan. Okay. And their telephone number is 800- Mm-hmm. ... 457- Mm-hmm. ... 1403. 1403. Okay. All right. Well, that's- Great. ... all I needed. Awesome. Well, you have a wonderful day, okay, Cassandra? All right. You too, and happy holidays. Happy holidays to you too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello, Justin. My name is Cassandra Johnson and I just received my card in the mail about a week ago, and I don't understand it. Can you explain it to me?

Speaker speaker_1: Yeah. What's the staffing agency you work for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Um, 24723... Oh, you said the last four. 3968.

Speaker speaker_1: Okay, okay. Cassandra Johnson. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Johnson?

Speaker speaker_2: I'm actually in a treatment center called SLA. It's Sober Living of America, and, um, we live in different apartments but the address, um, here is 6726 Terra Blvd., Johns Burg, Georgia, and I'm in apartment 32D. The zip code is 30236.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: September 1st, 1966.

Speaker speaker_1: And a good telephone number to have is 470-574-1065?

Speaker speaker_2: That's right.

Speaker speaker_1: And the email address is cassandraj300@gmail?

Speaker speaker_2: That's right.

Speaker speaker_1: Okay, so let's see here. So looking at the file, it looks like you're currently enrolled into the MEC TeleRx, which covers all of your preventative healthcare services, so like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And it also includes-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... a subscription to FreeRx, which gives out free or discounted prescription coverage.

Speaker speaker_2: Okay. Okay, could you tell me the name of that, um, plan again?

Speaker speaker_1: Um, it's called the MEC TeleRx.

Speaker speaker_2: M-E-C Telli-

Speaker speaker_1: Yes. M-E-C T-E-L-E-R-X, yes.

Speaker speaker_2: T-E-L-L. Wait, you said T-E-L-L R-X?

Speaker speaker_1: Uh, no. No, T-E-L-E-R-X. One L.

Speaker speaker_2: Oh, okay. Okay. Okay, I got it. And what was the last, um, name on it, is Telli- M-E-C Tell- Tellex, what?

Speaker speaker_1: TeleRx. So T-E-L-E, R as in Richard, X as in xylophone.

Speaker speaker_2: Okay. And what is the... Now, tell me what it includes?

Speaker speaker_1: Um-

Speaker speaker_2: What you can-

Speaker speaker_1: So it covers all of your, it covers all of your preventative healthcare services, which may include your physical exams, diabetes screenings-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... vaccinations. Just pretty much things that generally make you stay healthy would be covered under that plan.

Speaker speaker_2: Okay, does it have any dental?

Speaker speaker_1: Uh, no, ma'am. It just covers medical.

Speaker speaker_2: Okay, medical only. Okay, um, could you tell me what would be in the network?

Speaker speaker_1: Um, so I actually don't have a list on hand. However, I do have a telephone number to provide you and if you call them and provide them with your zip code, they can provide you that information.

Speaker speaker_2: Mm-hmm. Okay, um, one other thing now. When I tried to use this card, they, they asked me my member ID, and there is no member ID on this card. It's an ID number is like five numbers.

Speaker speaker_1: Uh, let me see. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, do you mind, uh, describing the card for me please?

Speaker speaker_2: Okay. It's, um, it got three little windows i- on it and it got Surge, Elixira, L... I mean, E-l-i-x-i-r-a, which is, um, pharmacy and then it has the medical.

Speaker speaker_1: Okay. Um, so-

Speaker speaker_2: Um, it has benefit, ben- Benefits and a Card, and then it has the 90 Degree on the back.

Speaker speaker_1: Okay, so that is the card that I'm looking at. Um, so when ever you took it to the provider's office, they were looking for a group number? Is that what they were asking for?

Speaker speaker_2: Uh, they asked for a member ID number or, um... and there's no such number on here. The only thing it has is the payer ID number.

Speaker speaker_1: Okay, let's see here. M-Hm. They should be able to search up-

Speaker speaker_2: Yeah, I know.

Speaker speaker_1: ... that information by the employee ID number, not the payer ID. Um, here, bear with me one second.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: Um, now honestly, uh, hon- honestly, the next time you go to the provider, um, and you hand them over that card, I would just have them call us and we can verify eligibility-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and what you're covered for, um, 'cause honestly I've never heard of a provider asking for a member ID number when there are, when there's an employee ID and a payer ID as well as a group number as well. So I'm-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... kinda questioning wh- what they were needing. So the next time that you do go to that provider, just when you hand them over the card, just have them call us at Benefits in a Card and we can provide them what you're covered for, if that's what they're needing.

Speaker speaker_2: Okay. Um, because one day I went to the emergency room. I was diagnosed with osteosclerosis, uh, arthritis in my hands, both of my hands, and they, um, gave me a number to a specialist-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and they wanted me to take a screenshot of this card and send it to them, but they never called me back. So do this card cover any specialists or just, um-

Speaker speaker_1: Um, so no ma'am.

Speaker speaker_2: ... um,

Speaker speaker_3: That's it?

Speaker speaker_1: So it, it just covers, it just covers preventative healthcare services. So whenever you went to the ho- emergency room, it, you wouldn't have coverage for that visit because the medical plan-

Speaker speaker_2: Okay.

Speaker speaker_1: ... only covers things that you're preventing from happening to you, like your physical exams, uh, uh, like a diabetes screening or like a vaccination, like you're preventing something from happening to you when you do those things.

Speaker speaker_2: Oh, okay. So if I... Does it cover a primary care doctor?

Speaker speaker_1: Um, as long as it's preventative-wise. So it'll cover primary care, but as long as it's preventative-wise, like you go for your yearly examination-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, vaccine, stuff like that, it would be covered. But if you go-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to that primary care, for like say if you're sick and you need medication, it wouldn't cover that visit because it doesn't cover hospitals, doctors, and medications. It just covers preventative healthcare services.

Speaker speaker_2: Okay. One more question. If I was on medication in the past and I needed my medication, uh, refilled and I went to see a primary care doctor and he wrote me a prescription, it wouldn't cover that?

Speaker speaker_1: Now, it may be covered, um, since you do have a FreeRx subscription. So I would check the FreeRx website, uh, to check their medication list-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to see if your medicine is on that list and it could be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... potentially sent to your address or picked up at your local pharmacy.

Speaker speaker_2: Okay. Can you give me the number for the network, please?

Speaker speaker_1: Um, yeah, just let me know whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay. So the company is called MultiPlan.

Speaker speaker_2: Okay.

Speaker speaker_1: And their telephone number is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 457-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 1403.

Speaker speaker_2: 1403. Okay. All right. Well, that's-

Speaker speaker_1: Great.

Speaker speaker_2: ... all I needed.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay, Cassandra?

Speaker speaker_2: All right. You too, and happy holidays.

Speaker speaker_1: Happy holidays to you too. Bye-bye.

Speaker speaker_2: All right. Bye-bye.