

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, I am trying to figure out, um, some coverage, uh, options, so I wondered if you can help me with that. Okay. What's the staffing agency you work for? Creative Circle. Last four of your social? 8591. And your first and last name? Elizabeth Morgan. And for security purposes, can you verify your home address, including city, state and zip code, Elizabeth? 709 59th Street, Oakland, California 94609. And your date of birth? Uh, 9/15/72. And a good telephone number has 415-341-4295? Yes. And the email address ELizmorgan@hbcglobal.net? Correct. Okay. How can I help you today? I's trying to understand, um, if... So if I, uh, whether an under... Number one, if an endocrinologist is covered under this plan? Uh, let's see. So the medical plan that you're currently enrolled into is the MBC TeleRx, which covers preventative healthcare services. So as long as it's preventative-wise, it would be covered under that plan. Okay. But I assume, um, I would need to go to a, a DP first? Mm. Like a d- w- a DP? What, what, what is that? Like a general, general practitioner, just a normal, like, normal doctor first, correct? Um, well, as long as it's preventative-wise, so it's like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy would be covered under that plan. Mm-hmm. So if you just went to a primary care doctor and said, for like a regular checkup, and they prescribed you medication, it wouldn't be covered because it just covers preventative services. Okay. Um, okay. So let's just say if I were to go to a, a primary care doctor for a checkup and they found something was basically off with my thyroid. If they prescribe me medication for that, ongoing, would that be considered preventative care? Um, no, ma'am. Because they found a, they found something that was, uh, wrong. And so there's, there's... It goes from there. So preventative means like something that's preventing s- from happening, something that prevents you from happening. Um, that thyroid issue, so say, if you go to the doctor for that thyroid issue, and they prescribe you something to reduce the thyroid issue, that wouldn't be considered preventative, 'cause that doesn't... 'Cause you're not preventing something from happening to you. You're actually doing, you're taking something to prevent it or to reduce it, instead of preventing it. Um, so preventative services are just like basic stuff, like y- your yearly examinations. Okay. Physicals, diabetes screenings, vaccinations. Mm-hmm. Stuff like that. Okay. Um, okay. Then... Okay. Then I think that's everything. So now, if I want to find a provider, I just need to go to MultiPlan and, um, find a provider through them, correct? Correct. Or reach out to them and provide them with your zip code and they can email that information to you. Okay. 'Cause it looks like... So now MultiPlan has been taken over by Clarativ. Am I looking at the right page? Um, let me verify that. Bear with me one second. MultiPlan. Yes, correct. So it has been taken over by Clarativ, but, uh, but it still follows under the MultiPlan network. Right. Okay. Um, okay. Great. Then I think I'm all set. Awesome. Well, you have a wonderful day. Okay, Elizabeth? Thank

you. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, I am trying to figure out, um, some coverage, uh, options, so I wondered if you can help me with that.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: 8591.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Elizabeth Morgan.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Elizabeth?

Speaker speaker_1: 709 59th Street, Oakland, California 94609.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 9/15/72.

Speaker speaker_0: And a good telephone number has 415-341-4295?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email address ELizmorgan@hbcglobal.net?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: I's trying to understand, um, if... So if I, uh, whether an under... Number one, if an endocrinologist is covered under this plan?

Speaker speaker_0: Uh, let's see. So the medical plan that you're currently enrolled into is the MBC TeleRx, which covers preventative healthcare services. So as long as it's preventative-wise, it would be covered under that plan.

Speaker speaker_1: Okay. But I assume, um, I would need to go to a, a DP first?

Speaker speaker_0: Mm. Like a d- w- a DP? What, what, what is that?

Speaker speaker_1: Like a general, general practitioner, just a normal, like, normal doctor first, correct?

Speaker speaker_0: Um, well, as long as it's preventative-wise, so it's like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy would be covered under that plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So if you just went to a primary care doctor and said, for like a regular checkup, and they prescribed you medication, it wouldn't be covered because it just covers preventative services.

Speaker speaker_1: Okay. Um, okay. So let's just say if I were to go to a, a primary care doctor for a checkup and they found something was basically off with my thyroid. If they prescribe me medication for that, ongoing, would that be considered preventative care?

Speaker speaker_0: Um, no, ma'am. Because they found a, they found something that was, uh, wrong. And so there's, there's... It goes from there. So preventative means like something that's preventing s- from happening, something that prevents you from happening. Um, that thyroid issue, so say, if you go to the doctor for that thyroid issue, and they prescribe you something to reduce the thyroid issue, that wouldn't be considered preventative, 'cause that doesn't... 'Cause you're not preventing something from happening to you. You're actually doing, you're taking something to prevent it or to reduce it, instead of preventing it. Um, so preventative services are just like basic stuff, like y- your yearly examinations.

Speaker speaker_1: Okay.

Speaker speaker_0: Physicals, diabetes screenings, vaccinations.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Stuff like that.

Speaker speaker_1: Okay. Um, okay. Then... Okay. Then I think that's everything. So now, if I want to find a provider, I just need to go to MultiPlan and, um, find a provider through them, correct?

Speaker speaker_0: Correct. Or reach out to them and provide them with your zip code and they can email that information to you.

Speaker speaker_1: Okay. 'Cause it looks like... So now MultiPlan has been taken over by Clarativ. Am I looking at the right page?

Speaker speaker_0: Um, let me verify that. Bear with me one second. MultiPlan. Yes, correct. So it has been taken over by Clarativ, but, uh, but it still follows under the MultiPlan network.

Speaker speaker_1: Right. Okay. Um, okay. Great. Then I think I'm all set.

Speaker speaker_0: Awesome. Well, you have a wonderful day. Okay, Elizabeth?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.