Transcript: Justin Mills-5416250289602560-6441337583222784

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, I'm fine. I was just trying to, uh, see what's going on in my plan. I just left the Prompt Care, which I been going to, and today they told me that you guys told them that y'all don't cover that. So I'm trying to see what my benefit co- consists of, like what am I paying for. Yeah, let me check on that. What's that staffing agency you work for? I work, uh, through MAU. And the last four of your Social? 5841. And what were your first and last name? Raymond Dampier, but y'all got it on my card spelled wrong. Okay, we can probably update that. And for security purposes, could you verify your home address, including city, state and zip code, Raymond? 2745 Willis Farmer Road, Gadsden, Georgia 30815. And confirm your date of birth. 11/4/88. And your telephone number I have is 573-239-1379. Yes, sir. And the email I have is 1life2live21519@gmail? Yes. Yes, sir. Okay. So let's see. And what name needs to be updated, the first or the last name? The last, the last name. Okay. What's the correct spelling of the last name? It's D-A-M-P-I-E-R. D-I-E-R. Okay. Just gonna go ahead and save that. And I'll send a manual update to the insurance carrier, so that new card can be re-sent to you. Um, so looking at your file, you do have the MEC standalone, um, which covers preventative healthcare services, so like annual physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, the Insured Plus Basic, which covers hospitals, doctors and medications, dental, term life and vision. Um, however, you wanted specific coverages for the medical plans, correct? You said... Can you repeat that for me, please? Yeah. I stated that MEC, um, which covers preventative healthcare services, so like annual physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And then you have the Insured Plus Basics, which covers hospitals, doctors and medications. Okay. Um, so, like, um... I'm trying to understand. Mm-hmm. So, like I went to Prompt Care, like I been going to. I never had a, um, a copay to be seen or anything before, but now, like they wanted to charge me $50, said my insurance don't cover it. Like I, I, I... were out of network, like... Uh, now did you make sure that they were an in-network provider, or were they an out-of-network provider? Um, I don't know if they're in-network or not. They're, uh, it's, it's called Prompt Care in, uh, Augusta, Georgia. Okay. Um, because honestly, we- And then, um, I, I don't even... Go ahead. I said, because honestly, we... us at Benefits and a Card can't look up providers like that. Um, I mean, we... Um, I can have a telephone number to provide you, to where if you provide them with your zip code, they can provide that list to you. Okay. Okay. Um, yeah, that will definitely work out for me. That, yeah, that... That'll work out. So- Okay. So basically they're out of network, that's why I got charged. Possibly. That could be the possibility. 'Cause looking at your file, I mean, you are currently- Yeah. But when they were telling me- ... active in the coverage- ... they was like it doesn't. The what coverage? I said, I said, you are currently active in the coverage offered through MAU, so I honestly don't

know why they're charging you something there. Yeah. That's... That's what I said. And I... Like I told her, I been going there. I just recently gone. My primary physician is there. Okay. Um, yeah, so I can provide you with MultiPlan's number to verify if that provider is in network with the insurance carrier. Okay, um, is that the same number that's on my card, on my insurance card? Uh, read that number out to me. Hold on, let me look it up. Uh, MultiPlan Services... 800-884-6993. Um, I have a different telephone number, but MultiPlan is the correct- Let me see. Can I look for it? Can I... Yeah. All right. Well, I'm ready for the number. Okay, so MultiPlan's number that I have is 800-457- 800... 457... 1403. Uh-huh. 1403. That's MultiPlan Safe. All right, so I will have to call them and, and make sure and see which, uh... um, what is in network, which physicians is in network in my area? Correct. Yes, sir. Just to verify if that provider- Okay. ... you've been going to was in network. Okay. That will work. You've been a great help for me, and I sure appreciate it. You're welcome, Raymond. You have a great day, okay? You too. Thank you. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, I'm fine. I was just trying to, uh, see what's going on in my plan. I just left the Prompt Care, which I been going to, and today they told me that you guys told them that y'all don't cover that. So I'm trying to see what my benefit co- consists of, like what am I paying for.

Speaker speaker_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: I work, uh, through MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5841.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Raymond Dampier, but y'all got it on my card spelled wrong.

Speaker speaker_0: Okay, we can probably update that. And for security purposes, could you verify your home address, including city, state and zip code, Raymond?

Speaker speaker_1: 2745 Willis Farmer Road, Gadsden, Georgia 30815.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/4/88.

Speaker speaker_0: And your telephone number I have is 573-239-1379.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is 1life2live21519@gmail?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_0: Okay. So let's see. And what name needs to be updated, the first or the last name?

Speaker speaker_1: The last, the last name.

Speaker speaker_0: Okay. What's the correct spelling of the last name?

Speaker speaker_1: It's D-A-M-P-I-E-R.

Speaker speaker_0: D-I-E-R. Okay. Just gonna go ahead and save that. And I'll send a manual update to the insurance carrier, so that new card can be re-sent to you. Um, so looking at your file, you do have the MEC standalone, um, which covers preventative healthcare services, so like annual physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, the Insured Plus Basic, which covers hospitals, doctors and medications, dental, term life and vision. Um, however, you wanted specific coverages for the medical plans, correct?

Speaker speaker_1: You said... Can you repeat that for me, please?

Speaker speaker_0: Yeah. I stated that MEC, um, which covers preventative healthcare services, so like annual physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And then you have the Insured Plus Basics, which covers hospitals, doctors and medications.

Speaker speaker_1: Okay. Um, so, like, um... I'm trying to understand.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, like I went to Prompt Care, like I been going to. I never had a, um, a copay to be seen or anything before, but now, like they wanted to charge me $50, said my insurance don't cover it. Like I, I, I... were out of network, like...

Speaker speaker_0: Uh, now did you make sure that they were an in-network provider, or were they an out-of-network provider?

Speaker speaker_1: Um, I don't know if they're in-network or not. They're, uh, it's, it's called Prompt Care in, uh, Augusta, Georgia.

Speaker speaker_0: Okay. Um, because honestly, we-

Speaker speaker_1: And then, um, I, I don't even... Go ahead.

Speaker speaker_0: I said, because honestly, we... us at Benefits and a Card can't look up providers like that. Um, I mean, we... Um, I can have a telephone number to provide you, to where if you provide them with your zip code, they can provide that list to you.

Speaker speaker_1: Okay. Okay. Um, yeah, that will definitely work out for me. That, yeah, that... That'll work out. So-

Speaker speaker_0: Okay.

Speaker speaker_1: So basically they're out of network, that's why I got charged.

Speaker speaker_0: Possibly. That could be the possibility. 'Cause looking at your file, I mean, you are currently-

Speaker speaker_1: Yeah. But when they were telling me-

Speaker speaker_0: ... active in the coverage-

Speaker speaker_1: ... they was like it doesn't. The what coverage?

Speaker speaker_0: I said, I said, you are currently active in the coverage offered through MAU, so I honestly don't know why they're charging you something there.

Speaker speaker_1: Yeah. That's... That's what I said. And I... Like I told her, I been going there. I just recently gone. My primary physician is there.

Speaker speaker_0: Okay. Um, yeah, so I can provide you with MultiPlan's number to verify if that provider is in network with the insurance carrier.

Speaker speaker_1: Okay, um, is that the same number that's on my card, on my insurance card?

Speaker speaker_0: Uh, read that number out to me.

Speaker speaker_1: Hold on, let me look it up. Uh, MultiPlan Services... 800-884-6993.

Speaker speaker_0: Um, I have a different telephone number, but MultiPlan is the correct-

Speaker speaker_1: Let me see. Can I look for it? Can I...

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. Well, I'm ready for the number.

Speaker speaker_0: Okay, so MultiPlan's number that I have is 800-457-

Speaker speaker_1: 800... 457...

Speaker speaker_0: 1403.

Speaker speaker_1: Uh-huh. 1403. That's MultiPlan Safe. All right, so I will have to call them and, and make sure and see which, uh... um, what is in network, which physicians is in network in my area?

Speaker speaker_0: Correct. Yes, sir. Just to verify if that provider-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you've been going to was in network.

Speaker speaker_1: Okay. That will work. You've been a great help for me, and I sure appreciate it.

Speaker speaker_0: You're welcome, Raymond. You have a great day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.