Transcript: Justin Mills-5616959849283584-5223318983065600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name is Amanda Stesinko and, um, I am a program manager with Surge Staffing. And we offer the Benefits in a Card, um, to our employees and they, um, and they, you know, they pay for that. Um, I believe that he's, um... I have an employee right now that's asking me about it, um, because I think he's needing to see a doctor. Do you, do you... Does this provide him with a tele-doctor? Um, now depending on the plan that they are enrolled into, uh, they may have access to, uh, a tele-doctor. Okay. Um, but I would then need, need to pull his file to confirm if he is enrolled into anything or not. Okay. All right. What information do you need? Um, the last four of his Social and his first and last name. Okay. Um, that would be five-three-seven-five and, uh, um, first name is Alexander and the last name is Wilkinson. Okay. And verify his date of birth. Uh-huh. It is... Let me pull up his ION documents. Hold on. All right. It is, uh, February 23rd, 1997. Okay. So let's see here. So it looks like Alexander's only covered for preventative healthcare services and a subscription to FreeRx, which gives out discounted prescription coverage. Um, so as long as he has something preventative-wise, it, it would be covered under that plan. Okay. Um, so, all right. So, um... So where could he go, um, to see a doctor or... Um, so I can provide him with MultiPlan's telephone number and if he provides the, them with his ZIP code, they can give him a list of providers in that specific location. Okay. All right. And what's that number? Uh, so MultiPlan's telephone number is 800-457-1403. Okay. I will pass along this number. Awesome. Is there anything else I could help you out with today? Um, that'll be all. Thank you. You're welcome. You have a great weekend, okay? Uh-huh, you too. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. My name is Amanda Stesinko and, um, I am a program manager with Surge Staffing. And we offer the Benefits in a Card, um, to our employees and they, um, and they, you know, they pay for that. Um, I believe that he's, um... I have an employee right now that's asking me about it, um, because I think he's needing to see a doctor. Do you, do you... Does this provide him with a tele-doctor?

Speaker speaker_1: Um, now depending on the plan that they are enrolled into, uh, they may have access to, uh, a tele-doctor.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I would then need, need to pull his file to confirm if he is enrolled into anything or not.

Speaker speaker_2: Okay. All right. What information do you need?

Speaker speaker_1: Um, the last four of his Social and his first and last name.

Speaker speaker_2: Okay. Um, that would be five-three-seven-five and, uh, um, first name is Alexander and the last name is Wilkinson.

Speaker speaker_1: Okay. And verify his date of birth.

Speaker speaker_2: Uh-huh. It is... Let me pull up his ION documents. Hold on. All right. It is, uh, February 23rd, 1997.

Speaker speaker_1: Okay. So let's see here. So it looks like Alexander's only covered for preventative healthcare services and a subscription to FreeRx, which gives out discounted prescription coverage. Um, so as long as he has something preventative-wise, it, it would be covered under that plan.

Speaker speaker_2: Okay. Um, so, all right. So, um... So where could he go, um, to see a doctor or...

Speaker speaker_1: Um, so I can provide him with MultiPlan's telephone number and if he provides the, them with his ZIP code, they can give him a list of providers in that specific location.

Speaker speaker_2: Okay. All right. And what's that number?

Speaker speaker_1: Uh, so MultiPlan's telephone number is 800-457-1403.

Speaker speaker_2: Okay. I will pass along this number.

Speaker speaker_1: Awesome. Is there anything else I could help you out with today?

Speaker speaker_2: Um, that'll be all. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Uh-huh, you too. Bye-bye.