

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and ... This is Justin. How can I help you today? Hi. Um, I am a member, and I wanted to ask a question. Um, do you need to look me up first? Yeah. What's that staffing agency you work for and the last four of your social? Creative Circle 7786. And your first and last name? Erin Head. And for security purposes, could you verify your home address, including city, state and zip code, Erin? 128 Laurel Avenue, Milford, Ohio 45150. And confirm your date of birth. 3/11/75. And a good telephone number I have is 513-607-7100. Yes. And the email, I have is erinelizabethhead@gmail.com. Yes. Okay. How can I help you today? Um, I am calling about my preventative care insurance. Um, I have a, um, annual physical appointment, um, scheduled, and I just wanna know, like, what does that include that will be covered? Um, does it include, like... I don't know what the annual physical covers, but, like, does it include, like, cholesterol screening, like, if they do a blood test and test your cholesterol? Correct. So they do preventative services under the MEC TeleRx. So as long as, um... So that yearly annual exam would be covered under that plan, um, because it's preventative services, 'cause you're preventing something from happening to you. Um, so yeah, so they do, like, cholesterol screenings, diabetes screenings, stuff like that, um, that would be covered under that MEC medical plan. Okay, so, like, if she says, "We need to take your blood test to screen your cholesterol," the blood test itself I won't get charged extra for? Correct. You shouldn't. Okay. Does it have to be done the same day? Because sometimes when you... Like, they didn't tell me to fast or anything. Sometimes they send you to, like, go get your blood test after your appointment. Like, so does it have to be done in the same day? Um, no. I believe it doesn't really matter. As long as it's preventative-wise, it would be covered under that medical plan. So it could be done, like, today, for example, and then say, for example, you have another appointment on Friday, and you go to that, and it would be covered. Yes. Well, I mean, usually with the blood test, they'll, you'll go and then, at least at my doctor, it's, like, through a hospital system. So you go to the doctor and then they'll be like, "You need to go down to, um, to any of our... L- like, you can go down the hall to the location here or you can go to the one near your house. And like, we've ordered you, you know, this blood test to get for your cholesterol screening." And like- Um- ... it might be a diff- it might be a different day because, um, like, you have to fast for that. But- Yeah. I totally understand. Um, so yes. Um, I mean, as long as it's within network of the insurance, um, it would be covered. Mm-hmm. Um, but it, I wouldn't- Okay. ... imagine that it, uh, would it not be covered if you went different days, um, j- just as long as the doctors are in-network. Okay. All right. It's just scary to do stuff when you don't know for sure. And then I don't want to get some big bill or something in the mail, but okay. I totally understand. All right. Is there anything else I can assist you with today, Erin? No. That's... Well, actually, does it, um, does the preventative cover shingles sh- vaccination and, um, colonoscopy? Um, yeah. So it would cover

colonoscopy, um, as long as it's preventative-wise. Now r- regarding the shingles, uh, vaccination, um, it does cover vaccinations in general. Um, but I don't know if you went to a doctor just to say, "Hey, I need a shingles vaccination," um, because, I mean, you're, I mean, it, well, that may be a question- You're supposed to- ... with the insurance carrier- You're supposed to get- ... to be honest with you. You're supposed to get a shingles vaccination when you turn 50. Like, that's part of preventative care as far as I've heard, and I just turned 50. That's why I'm asking, 'cause I'm sure the doctor's gonna go tell me to go get one, and you get those kind of vaccinations at, like, Walgreens or CVS. Totally understand. Um, so yeah. So if you're hearing that, I mean, I can transfer you over to the actual insurance carrier so you can verify with them to see if it would- Okay. ... be covered. That would be great. What's the name of the insurance carrier? Um, for your preventative services, it's 90 Degree Benefits. Okay. Yeah. If you could transfer me, I would appreciate it. Yeah. Bear with me one second. Okay?

Conversation Format

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

Speaker speaker_1: Hi. Um, I am a member, and I wanted to ask a question. Um, do you need to look me up first?

Speaker speaker_0: Yeah. What's that staffing agency you work for and the last four of your social?

Speaker speaker_1: Creative Circle 7786.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Erin Head. And for security purposes, could you verify your home address, including city, state and zip code, Erin? 128 Laurel Avenue, Milford, Ohio 45150.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 3/11/75.

Speaker speaker_0: And a good telephone number I have is 513-607-7100.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email, I have is erinelizabethhead@gmail.com.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Um, I am calling about my preventative care insurance. Um, I have a, um, annual physical appointment, um, scheduled, and I just wanna know, like, what does that include that will be covered? Um, does it include, like... I don't know what the annual physical

covers, but, like, does it include, like, cholesterol screening, like, if they do a blood test and test your cholesterol?

Speaker speaker_0: Correct. So they do preventative services under the MEC TeleRx. So as long as, um... So that yearly annual exam would be covered under that plan, um, because it's preventative services, 'cause you're preventing something from happening to you. Um, so yeah, so they do, like, cholesterol screenings, diabetes screenings, stuff like that, um, that would be covered under that MEC medical plan.

Speaker speaker_1: Okay, so, like, if she says, "We need to take your blood test to screen your cholesterol," the blood test itself I won't get charged extra for?

Speaker speaker_0: Correct. You shouldn't.

Speaker speaker_1: Okay. Does it have to be done the same day? Because sometimes when you... Like, they didn't tell me to fast or anything. Sometimes they send you to, like, go get your blood test after your appointment. Like, so does it have to be done in the same day?

Speaker speaker_0: Um, no. I believe it doesn't really matter. As long as it's preventative-wise, it would be covered under that medical plan. So it could be done, like, today, for example, and then say, for example, you have another appointment on Friday, and you go to that, and it would be covered. Yes.

Speaker speaker_1: Well, I mean, usually with the blood test, they'll, you'll go and then, at least at my doctor, it's, like, through a hospital system. So you go to the doctor and then they'll be like, "You need to go down to, um, to any of our... L- like, you can go down the hall to the location here or you can go to the one near your house. And like, we've ordered you, you know, this blood test to get for your cholesterol screening." And like-

Speaker speaker_0: Um-

Speaker speaker_1: ... it might be a diff- it might be a different day because, um, like, you have to fast for that. But-

Speaker speaker_0: Yeah. I totally understand. Um, so yes. Um, I mean, as long as it's within network of the insurance, um, it would be covered.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but it, I wouldn't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... imagine that it, uh, would it not be covered if you went different days, um, j- just as long as the doctors are in-network.

Speaker speaker_1: Okay. All right. It's just scary to do stuff when you don't know for sure. And then I don't want to get some big bill or something in the mail, but okay.

Speaker speaker_0: I totally understand.

Speaker speaker_1: All right.

Speaker speaker_0: Is there anything else I can assist you with today, Erin?

Speaker speaker_1: No. That's... Well, actually, does it, um, does the preventative cover shingles sh- vaccination and, um, colonoscopy?

Speaker speaker_0: Um, yeah. So it would cover colonoscopy, um, as long as it's preventative-wise. Now r- regarding the shingles, uh, vaccination, um, it does cover vaccinations in general. Um, but I don't know if you went to a doctor just to say, "Hey, I need a shingles vaccination," um, because, I mean, you're, I mean, it, well, that may be a question-

Speaker speaker_1: You're supposed to-

Speaker speaker_0: ... with the insurance carrier-

Speaker speaker_1: You're supposed to get-

Speaker speaker_0: ... to be honest with you.

Speaker speaker_1: You're supposed to get a shingles vaccination when you turn 50. Like, that's part of preventative care as far as I've heard, and I just turned 50. That's why I'm asking, 'cause I'm sure the doctor's gonna go tell me to go get one, and you get those kind of vaccinations at, like, Walgreens or CVS.

Speaker speaker_0: Totally understand. Um, so yeah. So if you're hearing that, I mean, I can transfer you over to the actual insurance carrier so you can verify with them to see if it would-

Speaker speaker_1: Okay.

Speaker speaker_0: ... be covered.

Speaker speaker_1: That would be great. What's the name of the insurance carrier?

Speaker speaker_0: Um, for your preventative services, it's 90 Degree Benefits.

Speaker speaker_1: Okay. Yeah. If you could transfer me, I would appreciate it.

Speaker speaker_0: Yeah. Bear with me one second. Okay?