

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? Uh, uh, I have a contract, uh, through Creative Circle with Amazon, and I have the, um, MEC benefits. So I, I wanted to make sure that my, um, health insurance that I have will be continued into 2025. Um, now I do know that everything should roll over automatically, unless you wanted to make changes to the coverage. However, I can pull your file for you to confirm if everything did roll over or not. Okay, great. Okay, so Creative Circle, what's the last four of your social? Uh, 2725. And what was your first and last name again? I'm sorry. Hashim, H-A, uh, S-H-I-M B-H-A-R-O-O-C-H-A. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Hashim? 4169 Perlita Avenue, Apartment B, Los Angeles, California 90039. And your date of birth? March 22nd, 1974. And a good telephone number have as 323-570-7536? Correct. And email address hashim_b@mac.com? Correct. Okay, so let's see here. Do, do, do, do. So yes, sir, looking at the file looks like everything did roll over automatically. Um, you do have future coverage for the Insure Plus Enhanced, which was your medical plan, that covers hospitals, doctors, medications, group accident, critical illness, the MEC Telarex, which covers preventative health care services, and then behavioral health for employee plus spouse. Um, did you wanna make any changes or did you wanna keep all of that? Uh, I wanted to keep everything. So this is for me and my wife, right? Correct. Employee plus spouse coverage. Yes, sir. Okay, great. Um, and I don't have any dental on here, right? Um, no, sir, not that I can see. Okay. Yeah, I have dental through another, um, through co-wrote from my previous, um, employer. Okay, um, I was trying to actually look at this information online, but I couldn't figure out my participant ID. Where would I find that? Participant ID? Um, let me see. I got an email today, and then I clicked on it and I tried to go through the steps, but I couldn't figure out what I should put in for my participant ID. I thought it might be my social, but I guess it's not. Let's see. Um, when you went to... What was that link? Was it myBIAC/creativecircle? Or.com/creativecircle? Mm-hmm. Yeah. Mm-hmm. Okay. Let's see. Now, when you went to that link, did you click member login or enroll and decline coverage? Because you were supposed to click enroll and decline coverage. I clicked on member login. Okay, so that's probably what happened. Um, so I honestly don't know about the participant ID, but I do know if you go back to that link and click on the enroll and decline coverage, um, you should be able to log in the website that way through Creative Circle and see what you're enrolled into and what changes you want to make and stuff like that, et cetera. I basically already have, um, all the basic health insurance already, right? Uh, yes, sir. So you do have the, let me go back to that file. So you have an Insure Plus Enhanced, which covers hospitals, doctors and medications, and then the MEC Telarex, which covered preventative health care services. So like your physicals, diabetes screenings, vaccinations, stuff like that. Okay. Um,

where do I call to, um, like, uh, find, if I needed a doctor or something, what's the number I would need to call? Um, so I can provide you with MultiPlan's telephone number, and if you call them and provide them with your zip code, they can give you a list of those doctors in that specific location. Okay, great. Just let me know whenever you're ready. I'm ready. Okay, so MultiPlan's telephone number is 800-457-1403. 800-457-1403. Correct. Okay. And for my insurance for 2024, I'll be getting, um, my paperwork for the taxes in the mail soon? Um, correct. I believe that information should come from the insurance carrier, 90 Degree Benefits, um, because the preventative health care service plan would, um, would go through them. So I do believe that you should receive that information from 90 Degree Benefits. 90 Degree Benefits? Yes, sir. That's the insurance carrier that's responsible for your preventative health care services. Good. Okay, so they, they should be sending the tax paperwork? Correct, yes, sir. Okay, I think we're all set then. Okay. Is there anything else I could help you out with today, Hashim? Um, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Okay, great. Thank you. Thank you. Bye-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: Uh, uh, I have a contract, uh, through Creative Circle with Amazon, and I have the, um, MEC benefits. So I, I wanted to make sure that my, um, health insurance that I have will be continued into 2025.

Speaker speaker_1: Um, now I do know that everything should roll over automatically, unless you wanted to make changes to the coverage. However, I can pull your file for you to confirm if everything did roll over or not.

Speaker speaker_2: Okay, great.

Speaker speaker_1: Okay, so Creative Circle, what's the last four of your social?

Speaker speaker_2: Uh, 2725.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Hashim, H-A, uh, S-H-I-M B-H-A-R-O-O-C-H-A.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Hashim?

Speaker speaker_2: 4169 Perlita Avenue, Apartment B, Los Angeles, California 90039.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 22nd, 1974.

Speaker speaker_1: And a good telephone number have as 323-570-7536?

Speaker speaker_2: Correct.

Speaker speaker_1: And email address hashim_b@mac.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. Do, do, do, do. So yes, sir, looking at the file looks like everything did roll over automatically. Um, you do have future coverage for the Insure Plus Enhanced, which was your medical plan, that covers hospitals, doctors, medications, group accident, critical illness, the MEC Telarex, which covers preventative health care services, and then behavioral health for employee plus spouse. Um, did you wanna make any changes or did you wanna keep all of that?

Speaker speaker_2: Uh, I wanted to keep everything. So this is for me and my wife, right?

Speaker speaker_1: Correct. Employee plus spouse coverage. Yes, sir.

Speaker speaker_2: Okay, great. Um, and I don't have any dental on here, right?

Speaker speaker_1: Um, no, sir, not that I can see.

Speaker speaker_2: Okay. Yeah, I have dental through another, um, through co-wrote from my previous, um, employer. Okay, um, I was trying to actually look at this information online, but I couldn't figure out my participant ID. Where would I find that?

Speaker speaker_1: Participant ID? Um, let me see.

Speaker speaker_2: I got an email today, and then I clicked on it and I tried to go through the steps, but I couldn't figure out what I should put in for my participant ID. I thought it might be my social, but I guess it's not.

Speaker speaker_1: Let's see. Um, when you went to... What was that link? Was it myBIAC/creativecircle? Or.com/creativecircle?

Speaker speaker_2: Mm-hmm. Yeah. Mm-hmm.

Speaker speaker_1: Okay. Let's see. Now, when you went to that link, did you click member login or enroll and decline coverage? Because you were supposed to click enroll and decline coverage.

Speaker speaker_2: I clicked on member login.

Speaker speaker_1: Okay, so that's probably what happened. Um, so I honestly don't know about the participant ID, but I do know if you go back to that link and click on the enroll and decline coverage, um, you should be able to log in the website that way through Creative Circle and see what you're enrolled into and what changes you want to make and stuff like that, et cetera.

Speaker speaker_2: I basically already have, um, all the basic health insurance already, right?

Speaker speaker_1: Uh, yes, sir. So you do have the, let me go back to that file. So you have an Insure Plus Enhanced, which covers hospitals, doctors and medications, and then the MEC Telarex, which covered preventative health care services. So like your physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_2: Okay. Um, where do I call to, um, like, uh, find, if I needed a doctor or something, what's the number I would need to call?

Speaker speaker_1: Um, so I can provide you with MultiPlan's telephone number, and if you call them and provide them with your zip code, they can give you a list of those doctors in that specific location.

Speaker speaker_2: Okay, great.

Speaker speaker_1: Just let me know whenever you're ready.

Speaker speaker_2: I'm ready.

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

Speaker speaker_2: 800-457-1403.

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. And for my insurance for 2024, I'll be getting, um, my paperwork for the taxes in the mail soon?

Speaker speaker_1: Um, correct. I believe that information should come from the insurance carrier, 90 Degree Benefits, um, because the preventative health care service plan would, um, would go through them. So I do believe that you should receive that information from 90 Degree Benefits.

Speaker speaker_2: 90 Degree Benefits?

Speaker speaker_1: Yes, sir. That's the insurance carrier that's responsible for your preventative health care services.

Speaker speaker_2: Good. Okay, so they, they should be sending the tax paperwork?

Speaker speaker_1: Correct, yes, sir.

Speaker speaker_2: Okay, I think we're all set then.

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

Speaker speaker_2: Um, that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Okay, great. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.