

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, uh, my name is, uh, Lu- Luis Santana. Um, I work at, um, for Partners Personnel and I got a message, uh, to a... So I could apply for, um, DIP. Because, um, I, I already had Medi-Cal, but I don't know if it's because I started this job. Uh, they... When I went to my doctor and I gave him, you know... They, they said that, um, they stopped covering me. Uh, okay. Is that some- Well, let me try pulling your file and see if you are enrolled in the benefits offered through Partners. What's the last four of your Social? It's, uh, nine, zero, um, seven, eight. And for security purposes, can you verify your home address, including city, state and zip code, Luis? Uh, yeah. It's, uh, 5125, uh, Malabar Street, uh, Apartment B, Huntington Park, California, uh, 90255. And your date of birth? Uh, 1/26/1998. And a good telephone number I have is 213-709-4974? Uh, c- correct. And the email I have is luismsantana01 at Gmail? Uh, yes. That's okay. Okay, so look- so looking at the file, it looks like you're not currently enrolled in anything; however, your provider said you don't have coverage anymore. Is that correct? Well, I... Because usually, um, I never had to, like, renew, you know, my Medi-Cal. Uh, uh, I think it renewed by itself, but, uh, this year I, uh, when I went to my doctor and, you know, they told me, uh, I'm not covered by Medi-Cal. They didn't tell me why though. They just said, um, like, uh, they declined. But I- I- I- Okay. It's... I thought it was because I needed a job and that's why. I don't know if it's that or something else. Um, honestly, I don't know the answer to that. I do know that part... We are the benefit administrators for Partners Personnel, so we do offer health insurance offered through them. Um, but regarding Medicare or Medic- Medicaid, like that, we don't have any, uh, recollect of that. We don't have any idea of that, um, so I'll reach out to your local official about that. Uh, what about to, to apply, like, for, for healthcare. Like, through, through you guys? Or can I just make- Yeah, I can put you on. Yeah, it would be through us. Like, if you wanted benefits through Partners, it would be through us and I can get you enrolled over the phone if need be. Um, is there anything I, I need? Like, um, so I know I'm in lunch, so I, a, uh... Would it take long? Uh, no, I mean, I can email you a copy of a benefit guide just so you have something to look at and so you're not rushed to make that final decision. 'Cause I do know that there's at least four or five medical plans that's offered through Partners. Okay. Uh, and, uh, when can I call back that's, like, um... W- are you guys open on Saturdays? Uh, no, sir. So we're open Monday through Friday. Oh, okay. 8:00 AM to 8:00 PM Eastern Standard Time or 5:00 AM to 5:00 PM your Pacific time. Oh, Pacific Time 5:00 AM to... You s- you said 5:00 PM, right? Correct. Oh, okay then. So, uh, I would have to... M- most likely I'll s- like talk on my lunchtime? Uh, i- if you could email me the, like you said, the plans, and then, uh, I'll, I'll call. I'll give you guys a call tomorrow. Okay, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O- Uh-huh. ...

@benefitsandacard.com, okay? Okay. Uh, it- it will have all the information, uh... Correct. Yes, sir. And... What's covered, what's not covered, how much the insurance carrier will pay, stuff like that. Yes, sir. Okay, okay. That sounds good. Thank you. You're welcome. You have a great day, okay? You too. Bye. All right, 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, uh, my name is, uh, Lu- Luis Santana. Um, I work at, um, for Partners Personnel and I got a message, uh, to a... So I could apply for, um, DIP. Because, um, I, I already had Medi-Cal, but I don't know if it's because I started this job. Uh, they... When I went to my doctor and I gave him, you know... They, they said that, um, they stopped covering me.

Speaker speaker_1: Uh, okay.

Speaker speaker_2: Is that some-

Speaker speaker_1: Well, let me try pulling your file and see if you are enrolled in the benefits offered through Partners. What's the last four of your Social?

Speaker speaker_2: It's, uh, nine, zero, um, seven, eight.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Luis?

Speaker speaker_2: Uh, yeah. It's, uh, 5125, uh, Malabar Street, uh, Apartment B, Huntington Park, California, uh, 90255.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 1/26/1998.

Speaker speaker_1: And a good telephone number I have is 213-709-4974?

Speaker speaker_2: Uh, c- correct.

Speaker speaker_1: And the email I have is luismsantana01 at Gmail?

Speaker speaker_2: Uh, yes. That's okay.

Speaker speaker_1: Okay, so look- so looking at the file, it looks like you're not currently enrolled in anything; however, your provider said you don't have coverage anymore. Is that correct?

Speaker speaker_2: Well, I... Because usually, um, I never had to, like, renew, you know, my Medi-Cal. Uh, uh, I think it renewed by itself, but, uh, this year I, uh, when I went to my doctor and, you know, they told me, uh, I'm not covered by Medi-Cal. They didn't tell me why though.

They just said, um, like, uh, they declined. But I- I- I-

Speaker speaker_1: Okay.

Speaker speaker_2: It's... I thought it was because I needed a job and that's why. I don't know if it's that or something else.

Speaker speaker_1: Um, honestly, I don't know the answer to that. I do know that part... We are the benefit administrators for Partners Personnel, so we do offer health insurance offered through them. Um, but regarding Medicare or Medic- Medicaid, like that, we don't have any, uh, recollect of that. We don't have any idea of that, um, so I'll reach out to your local official about that.

Speaker speaker_2: Uh, what about to, to apply, like, for, for healthcare. Like, through, through you guys? Or can I just make-

Speaker speaker_1: Yeah, I can put you on. Yeah, it would be through us. Like, if you wanted benefits through Partners, it would be through us and I can get you enrolled over the phone if need be.

Speaker speaker_2: Um, is there anything I, I need? Like, um, so I know I'm in lunch, so I, a, uh... Would it take long?

Speaker speaker_1: Uh, no, I mean, I can email you a copy of a benefit guide just so you have something to look at and so you're not rushed to make that final decision. 'Cause I do know that there's at least four or five medical plans that's offered through Partners.

Speaker speaker_2: Okay. Uh, and, uh, when can I call back that's, like, um... W- are you guys open on Saturdays?

Speaker speaker_1: Uh, no, sir. So we're open Monday through Friday.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: 8:00 AM to 8:00 PM Eastern Standard Time or 5:00 AM to 5:00 PM your Pacific time.

Speaker speaker_2: Oh, Pacific Time 5:00 AM to... You s- you said 5:00 PM, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Oh, okay then. So, uh, I would have to... M- most likely I'll s- like talk on my lunchtime? Uh, i- if you could email me the, like you said, the plans, and then, uh, I'll, I'll call. I'll give you guys a call tomorrow.

Speaker speaker_1: Okay, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... @benefitsandacard.com, okay?

Speaker speaker_2: Okay. Uh, it- it will have all the information, uh...

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: And...

Speaker speaker_1: What's covered, what's not covered, how much the insurance carrier will pay, stuff like that. Yes, sir.

Speaker speaker_2: Okay, okay. That sounds good. Thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: All right, bye-bye.