

Transcript: Justin

Mills-6006829500121088-6101699690545152

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi. Um, I was just trying to see, um, where are you guys... uh, where like the eye doctor will be at. I'm sorry, what was that? Like the closest... I'm trying to see where the closest eye doctor is at. Uh-huh. The closest eye doc? With this, with this insurance. Mm-hmm. Okay. Well, let me try pulling your file and see where you are currently enrolled into. What's the staffing agency you work for? Uh, Surge. And the last four of your social? 3501. And what was your first and last name? Isabel Baldwin. And for security purposes, could you verify your home address, including city, state, zip code area? 220 Highland Street, Cleveland, Ohio 43420. And confirm your date of birth? 10/7/'97. And a good telephone number I have is 419-552-9401? Yeah. Yep. And the email I have is e.baldwin18@gmail? Mm-hmm. Okay. So looking at the file, it looks like you're enrolled into the MVC TeleRx, which just covers preventative healthcare services only, so it's just medical. Hmm. Okay. So, for like appointments and stuff? Correct, for preventative services, so like your physicals, diabetes screenings, vaccinations, STD checks, yearly exams, stuff like that. Like OBGYN? Correct. Preventative. Right. Okay. Um, so like when I... Do I just give them, what, the number on the card when I go to my appointments and stuff? Correct. And then they'll type it into their system and see you're covered for preventative services. Okay. All right. Is there anything else I can help with, Erica? Nope. No. Thank you. You're welcome. You have a great day, okay? You too.

Conversation Format

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

Speaker speaker_1: Hi. Um, I was just trying to see, um, where are you guys... uh, where like the eye doctor will be at.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Like the closest... I'm trying to see where the closest eye doctor is at.

Speaker speaker_0: Uh-huh. The closest eye doc?

Speaker speaker_1: With this, with this insurance. Mm-hmm.

Speaker speaker_0: Okay. Well, let me try pulling your file and see where you are currently enrolled into. What's the staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3501.

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

Speaker speaker_1: Isabel Baldwin.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state, zip code area?

Speaker speaker_1: 220 Highland Street, Cleveland, Ohio 43420.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 10/7/97.

Speaker speaker_0: And a good telephone number I have is 419-552-9401?

Speaker speaker_1: Yeah. Yep.

Speaker speaker_0: And the email I have is e.baldwin18@gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So looking at the file, it looks like you're enrolled into the MVC TeleRx, which just covers preventative healthcare services only, so it's just medical.

Speaker speaker_1: Hmm. Okay. So, for like appointments and stuff?

Speaker speaker_0: Correct, for preventative services, so like your physicals, diabetes screenings, vaccinations, STD checks, yearly exams, stuff like that.

Speaker speaker_1: Like OBGYN?

Speaker speaker_0: Correct. Preventative.

Speaker speaker_1: Right. Okay. Um, so like when I... Do I just give them, what, the number on the card when I go to my appointments and stuff?

Speaker speaker_0: Correct. And then they'll type it into their system and see you're covered for preventative services.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Is there anything else I can help with, Erica?

Speaker speaker_1: Nope. No. Thank you.

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

Speaker speaker_1: You too.