Transcript: Justin Mills-6066849634631680-6111217619877888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and iCard, this is Justin. How can I help you today? Um, yes, I wanted to... uh, I don't know if I'm calling the right number. Um, maybe help me. Um, I'm calling... I just left the doctor's, and they were saying they couldn't clear some of my insurance Yeah. ... funds paid for it. So I just wanted to speak to someone and make sure my benefits is okay. Yeah. What's the staffing agency you work for? Um, MAU Work- And the last four of your social security number. ... Workplace Solutions. 1054. And what was your first and last name? S-H-A-N-A-D-R-I-S, Davis. And for security purposes, can you verify your home address, including city, state and zip code? 1394 Antioch Road, Santee, South Carolina 29142. And your date of birth? Date of birth, 08/02/2002. And a good telephone number have as 843-543-9653. You've got it. And the email I have is nadrea.davis.icloud. Yes, sir. Okay, so looking at the file, it looks like you're currently enrolled into the MEC stand alone, which is your medical plan, dental and vision all for employee only. However, checking my calendar, you are currently active in the coverage. Um, did you by any chance go to a provider that was in network or out of network? Um, I'm not sure. Um, I'm at a, like... this is for a family, um, family appointment. Okay, um, just to see- So it's, um, things like this, for like a checkup or whatever. Okay. So you are covered for preventative health care services, so if anything preventative-wise should be covered at 100%. However, I do know that you have to stay in network for the insurance carrier to pay. Um, but I can provide you a telephone number, to where if you provide them with your zip code, they can give you a list of doctors and providers in that specific location who will accept the insurance. So you can see if that place that you're currently at will accept it or not. Okay, so how do... so that's... the number you give me is, um, RIC or... To find providers. No, that's to find providers to see if the- Okay. ... to see if those providers will accept your insurance. Okay. All right, I'm Yes, ma'am, you can complete... um... Yes, ma'am, you can complete... you have the right service number. You're good to go. Okay. Um, yeah, if you could provide me with the number. No, just let me know when you're ready. All right. I'm ready. So the company is called MultiPlan. Mm-hmm. And the telephone number is 800-457-1403. Mm-hmm. What was the last four? 1403. Okay, thank you. You're welcome.

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 iCard, this is Justin. How can I help you today?

Speaker speaker_2: Um, yes, I wanted to... uh, I don't know if I'm calling the right number. Um, maybe help me. Um, I'm calling... I just left the doctor's, and they were saying they couldn't clear some of my insurance

Speaker speaker_3: Yeah.

Speaker speaker_2: ... funds paid for it. So I just wanted to speak to someone and make sure my benefits is okay.

Speaker speaker_1: Yeah. What's the staffing agency you work for?

Speaker speaker_2: Um, MAU Work-

Speaker speaker_1: And the last four of your social security number.

Speaker speaker_2: ... Workplace Solutions. 1054.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: S-H-A-N-A-D-R-I-S, Davis.

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

Speaker speaker_2: 1394 Antioch Road, Santee, South Carolina 29142.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Date of birth, 08/02/2002.

Speaker speaker_1: And a good telephone number have as 843-543-9653.

Speaker speaker_2: You've got it.

Speaker speaker_1: And the email I have is nadrea.davis.icloud.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so looking at the file, it looks like you're currently enrolled into the MEC stand alone, which is your medical plan, dental and vision all for employee only. However, checking my calendar, you are currently active in the coverage. Um, did you by any chance go to a provider that was in network or out of network?

Speaker speaker_2: Um, I'm not sure. Um, I'm at a, like... this is for a family, um, family appointment.

Speaker speaker_1: Okay, um, just to see-

Speaker speaker_2: So it's, um, things like this, for like a checkup or whatever.

Speaker speaker_1: Okay. So you are covered for preventative health care services, so if anything preventative-wise should be covered at 100%. However, I do know that you have to stay in network for the insurance carrier to pay. Um, but I can provide you a telephone number, to where if you provide them with your zip code, they can give you a list of doctors and providers in that specific location who will accept the insurance. So you can see if that place that you're currently at will accept it or not.

Speaker speaker_2: Okay, so how do... so that's... the number you give me is, um, RIC or...

Speaker speaker_1: To find providers. No, that's to find providers to see if the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to see if those providers will accept your insurance.

Speaker speaker_2: Okay. All right, I'm

Speaker speaker_3: Yes, ma'am, you can complete...

Speaker speaker_2: um...

Speaker speaker_3: Yes, ma'am, you can complete... you have the right service number. You're good to go.

Speaker speaker_2: Okay. Um, yeah, if you could provide me with the number.

Speaker speaker_1: No, just let me know when you're ready.

Speaker speaker_2: All right. I'm ready.

Speaker speaker_1: So the company is called MultiPlan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the telephone number is 800-457-1403.

Speaker speaker_2: Mm-hmm. What was the last four?

Speaker speaker_1: 1403.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.