

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, man. I'm through Wagner, uh, Insurance, Wagner Insurance Temp Service. Mm-hmm. I need to get, um, info what, uh, what place do I can go to for a, a positive hand surgery. Okay. So you need medical providers? Yes. For, uh, for, uh, a special positive surgeries for hands, hand surgery. Every place I'm calling- Okay. Let me check on the- Every place I'm calling, they had to go to ER and the place that they give, promised me, y'all don't cover. They don't have the insurance. I don't know what's been what. Okay. Let me try pulling your file and see what's going on. What's that staffing agency you work for one more time? Uh, Wagner. And my name... Wagner Insurance, Wagner Temp Service, and my name is Davey Aaron. And what's the last four of your social? 2452. And for security purposes, can you verify your home address, including city, state and zip code, Davey? Yeah. 531 Mountain Creek... Shit, man. I'm sorry. Okay. It was 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656 and 62178. And a good telephone number I have is 404-268-4989. Yes, sir. And the email I have is linoyesAaron41@gmail. Yes, sir. Okay. So let's see here. Um, now were you provided MultiPlan's number by any chance or no? Say what now? Were you provided MultiPlan's number to find medical providers or no? What do you mean by that? Um, so MultiPlan is a company to find medical providers in your location. Um, when you do call them, you can just provide them with your zip code, and they can provide that information to you. Uh, no. I had it last time, I had to get y'all to send me a email... uh, send it to my email the providers I go to the dentist. Y'all do that for me? Send me over the place I can, the things, the insurance that I can try to get in, try to go to? Yeah. I mean, I can email you the, the information or I can just provide it to you over the phone, whichever would be easier for you. Yeah, email because I can, um, sit down, when I get home tonight, sit down and call. Get up in the morning, start calling them, see if I can get appointments. Okay. Um, well, bear with me one second while I get that email set up for you. Okay? All right. Thanks, man. Okay. Hello. Are you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you those provider numbers to the email we had on file. Email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? Do you know how much will my copay be? Um, let me see. Let me check the benefit guide. I have not got... I have not got no cards from y'all. I just got a paper. I, it really don't tell me much about nothing. How, when did I know when you all gonna send me a card instead of having paper to carry around with me? I mean, I can put in a request for physical ID cards to be made out to you as well. Those should arrive within seven to 10 business days. Yeah. I thought they already done that, 'cause I've been with y'all for a minute and I just got papers. That's annoying. I mean, I got the old insurance card from dental and stuff, but that's about it. Okay. Um, let me confirm your home address so I can get that for you. So you said 531 Mountain

Creek Church Road Northwest? Mm-hmm. Lot 2A for Apple. Okay. So Lot 2A. Okay. So what I'll go ahead and do, I'll email the insurance carriers and put in a request for new physical ID cards to be made out to you. So, like I said, you should receive those within seven to 10 business days, 'cause, uh, we were missing that Lot 2A, so that's probably why you haven't received them. Yeah, yeah. My bad. I didn't know. I've been... Every time I called I say, I didn't know if y'all got it. I don't understand. All right. It's cool. No worries. Let's go. Yeah. 'Cause I don't know what my copay will be. I just have papers and I only see it on papers. I totally understand. Um, so I can also email you a copy of this benefit guide if you haven't received a benefit guide, 'cause that's more of like in depth of what's covered under your plan. Yeah. That's, that's cool. Do that for me, please. Okay. Um, same email, info@benefitsinacard.com. Okay? All right. Cool. Thanks, brother. You have a good day, man. You do the same, all right? You too. Bye bye. All right. Bye bye.

Conversation Format

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

Speaker speaker_1: Yeah, man. I'm through Wagner, uh, Insurance, Wagner Insurance Temp Service.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I need to get, um, info what, uh, what place do I can go to for a, a positive hand surgery.

Speaker speaker_0: Okay. So you need medical providers?

Speaker speaker_1: Yes. For, uh, for, uh, a special positive surgeries for hands, hand surgery. Every place I'm calling-

Speaker speaker_0: Okay. Let me check on the-

Speaker speaker_1: Every place I'm calling, they had to go to ER and the place that they give, promised me, y'all don't cover. They don't have the insurance. I don't know what's been what.

Speaker speaker_0: Okay. Let me try pulling your file and see what's going on. What's that staffing agency you work for one more time?

Speaker speaker_1: Uh, Wagner. And my name... Wagner Insurance, Wagner Temp Service, and my name is Davey Aaron.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: 2452.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Davey?

Speaker speaker_1: Yeah. 531 Mountain Creek... Shit, man. I'm sorry.

Speaker speaker_0: Okay.

Speaker speaker_1: It was 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656 and 62178.

Speaker speaker_0: And a good telephone number I have is 404-268-4989.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is linoyesAaron41@gmail.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So let's see here. Um, now were you provided MultiPlan's number by any chance or no?

Speaker speaker_1: Say what now?

Speaker speaker_0: Were you provided MultiPlan's number to find medical providers or no?

Speaker speaker_1: What do you mean by that?

Speaker speaker_0: Um, so MultiPlan is a company to find medical providers in your location. Um, when you do call them, you can just provide them with your zip code, and they can provide that information to you.

Speaker speaker_1: Uh, no. I had it last time, I had to get y'all to send me a email... uh, send it to my email the providers I go to the dentist. Y'all do that for me? Send me over the place I can, the things, the insurance that I can try to get in, try to go to?

Speaker speaker_0: Yeah. I mean, I can email you the, the information or I can just provide it to you over the phone, whichever would be easier for you.

Speaker speaker_1: Yeah, email because I can, um, sit down, when I get home tonight, sit down and call. Get up in the morning, start calling them, see if I can get appointments.

Speaker speaker_0: Okay. Um, well, bear with me one second while I get that email set up for you. Okay?

Speaker speaker_1: All right. Thanks, man.

Speaker speaker_0: Okay. Hello. Are you still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you those provider numbers to the email we had on file. Email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_1: Do you know how much will my copay be?

Speaker speaker_0: Um, let me see. Let me check the benefit guide.

Speaker speaker_1: I have not got... I have not got no cards from y'all. I just got a paper. I, it really don't tell me much about nothing. How, when did I know when you all gonna send me a card instead of having paper to carry around with me?

Speaker speaker_0: I mean, I can put in a request for physical ID cards to be made out to you as well. Those should arrive within seven to 10 business days.

Speaker speaker_1: Yeah. I thought they already done that, 'cause I've been with y'all for a minute and I just got papers. That's annoying. I mean, I got the old insurance card from dental and stuff, but that's about it.

Speaker speaker_0: Okay. Um, let me confirm your home address so I can get that for you. So you said 531 Mountain Creek Church Road Northwest?

Speaker speaker_1: Mm-hmm. Lot 2A for Apple.

Speaker speaker_0: Okay. So Lot 2A. Okay. So what I'll go ahead and do, I'll email the insurance carriers and put in a request for new physical ID cards to be made out to you. So, like I said, you should receive those within seven to 10 business days, 'cause, uh, we were missing that Lot 2A, so that's probably why you haven't received them.

Speaker speaker_1: Yeah, yeah. My bad. I didn't know. I've been... Every time I called I say, I didn't know if y'all got it. I don't understand. All right. It's cool.

Speaker speaker_0: No worries.

Speaker speaker_1: Let's go. Yeah. 'Cause I don't know what my copay will be. I just have papers and I only see it on papers.

Speaker speaker_0: I totally understand. Um, so I can also email you a copy of this benefit guide if you haven't received a benefit guide, 'cause that's more of like in depth of what's covered under your plan.

Speaker speaker_1: Yeah. That's, that's cool. Do that for me, please.

Speaker speaker_0: Okay. Um, same email, info@benefitsinacard.com. Okay?

Speaker speaker_1: All right. Cool. Thanks, brother. You have a good day, man.

Speaker speaker_0: You do the same, all right?

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: All right. Bye bye.