

Transcript: Justin

Mills-6138597250482176-5445425969020928

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? Um, yes. I have benefits with you guys, and I have a online telehealth, like, counselor company that I want to see if y'all cover. I actually have the billing codes, and I wanted to see if y'all would cover them. Um, I have the behavioral health- Okay. ... um, benefit. Okay. Well, let me try pulling your file and go from there. What's the staffing agency you work for? MAU Workforce Solutions. And the last four of your Social? 7350. What was your first and last name? Amanda Polier. And for security purposes, can you verify your home address, including city, state and zip code? 48 Maple Street, Grants Hill, Georgia 30220. And your date of birth? 09/26/'88. And a good telephone number to have is 770-467-7479. Yes. And the email I have is amanda marcel parlor at gmail.com? Yes. Okay, so let's see here. Um, so us at Benefits and a Card, we're just, uh, benefit administrators for MAU, so we only deal with enrolling or opting out, or ID cards. However, when it comes to finding a provider, um, I can either transfer you over or provide you with their telephone number, whichever would be easier. Um, actually both, I guess. Okay. Um, so I'll go ahead and provide you with a number and then I'll transfer you over. Um, just let me know whenever you're ready. Okay, I'm ready. Okay, so that telephone number to find those, uh, counseling providers, um, is 888-507-0435. All right. Thank you. You're welcome. And just bear with me one second, okay? Okay. Thank you. You're welcome. You have a great day. You too.

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: Um, yes. I have benefits with you guys, and I have a online telehealth, like, counselor company that I want to see if y'all cover. I actually have the billing codes, and I wanted to see if y'all would cover them. Um, I have the behavioral health-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, benefit.

Speaker speaker_1: Okay. Well, let me try pulling your file and go from there. What's the staffing agency you work for?

Speaker speaker_2: MAU Workforce Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7350.

Speaker speaker_1: What was your first and last name?

Speaker speaker_2: Amanda Polier.

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

Speaker speaker_2: 48 Maple Street, Grants Hill, Georgia 30220.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 09/26/'88.

Speaker speaker_1: And a good telephone number to have is 770-467-7479.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is amanda marcel parlor at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so us at Benefits and a Card, we're just, uh, benefit administrators for MAU, so we only deal with enrolling or opting out, or ID cards. However, when it comes to finding a provider, um, I can either transfer you over or provide you with their telephone number, whichever would be easier.

Speaker speaker_2: Um, actually both, I guess.

Speaker speaker_1: Okay. Um, so I'll go ahead and provide you with a number and then I'll transfer you over. Um, just let me know whenever you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: Okay, so that telephone number to find those, uh, counseling providers, um, is 888-507-0435.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. And just bear with me one second, okay?

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: You too.