

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hey, Malcolm. My name is Kiernan Byerley and I, um, I don't know if I'm, uh, technically enrolled in Benefits in a Card. Um, I'm a temp, uh, employee through the resource of North Carolina. Um, and I have a couple of different insurance cards and I just need to know kind of what my benefits are, um, and if my plan, if I have enrolled in a plan that covers urgent care visits. All right. What staffing company do you work for? Uh, the resource. Go ahead, your social. Uh, two three one two. First name? Kiernan. K-I-E-R-N-A-N. Last name? B-I-E-R-L-E-Y. Byerley. Please, for security purposes, can you verify your address and date of birth for me? Yeah. It's, uh, 121 Brookway West Drive in Lewisville, North Carolina 27023, and the date of birth is 8-13-1997. Thank you. So, we're gonna get your phone number at 336-979-9626. Yep. And your email is kirbyship123@gmail.com? Correct. Thank you. So, it looks like you have the dental, the vision, the VIP basic and then behavior health. Okay. And does the, the basic, does that cover, um, like urgent care and ER visits and stuff? For the VIP basic, yeah, that covers doctor's, hospitals and prescriptions. Okay. I got a couple of different benefit cards in the mail. Um, so this says voluntary dental and the one that says limited benefit plan VIP, is that... That's the, like the general one, I guess? That's the medical one, yes. VIP basic- Okay. ... but limited the hospital indemnity. Mm-hmm. Yeah. What is this? Under the same terms as your dental card. So the dental, the dental says group voluntary dental and then the other one says limited benefits med plan VIP basic. Yeah. So yeah, that's for your medical. Okay. Okay. Perfect. All right. I guess that answers all of my questions then. Um, do you... Well, actually, do you happen to know if there is a copay for like urgent care and stuff like that in this hospital? Let's see. So I know there's a copay for vision. Uh-huh. So I don't believe there is a copay for the medical because they're... they're limited benefits plans. So what that means is the doctor or the member sends the claim to their carrier and the carrier then sorts the claim up to a set dollar amount and depending on the services rendered and the coverage, the remainder of that claim would be your responsibility. Okay. Okay. Okay. All right. Well, I think that'll do it for me. Thank you. No problem, miss, miss Byerley. Was there anything else I could help you with today? Nope, I think that's it. All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thanks, you too. Thank you. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm. My name is Kiernan Byerley and I, um, I don't know if I'm, uh, technically enrolled in Benefits in a Card. Um, I'm a temp, uh, employee through the resource of North Carolina. Um, and I have a couple of different insurance cards and I just need to know kind of what my benefits are, um, and if my plan, if I have enrolled in a plan that covers urgent care visits.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, the resource.

Speaker speaker_0: Go ahead, your social.

Speaker speaker_1: Uh, two three one two.

Speaker speaker_0: First name?

Speaker speaker_1: Kiernan. K-I-E-R-N-A-N.

Speaker speaker_0: Last name?

Speaker speaker_1: B-I-E-R-L-E-Y. Byerley.

Speaker speaker_0: Please, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yeah. It's, uh, 121 Brookway West Drive in Lewisville, North Carolina 27023, and the date of birth is 8-13-1997.

Speaker speaker_0: Thank you. So, we're gonna get your phone number at 336-979-9626.

Speaker speaker_1: Yep.

Speaker speaker_0: And your email is kirbyship123@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. So, it looks like you have the dental, the vision, the VIP basic and then behavior health.

Speaker speaker_1: Okay. And does the, the basic, does that cover, um, like urgent care and ER visits and stuff?

Speaker speaker_0: For the VIP basic, yeah, that covers doctor's, hospitals and prescriptions.

Speaker speaker_1: Okay. I got a couple of different benefit cards in the mail. Um, so this says voluntary dental and the one that says limited benefit plan VIP, is that... That's the, like the general one, I guess?

Speaker speaker_0: That's the medical one, yes. VIP basic-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but limited the hospital indemnity.

Speaker speaker_1: Mm-hmm. Yeah. What is this?

Speaker speaker_0: Under the same terms as your dental card.

Speaker speaker_1: So the dental, the dental says group voluntary dental and then the other one says limited benefits med plan VIP basic.

Speaker speaker_0: Yeah. So yeah, that's for your medical.

Speaker speaker_1: Okay. Okay. Perfect. All right. I guess that answers all of my questions then. Um, do you... Well, actually, do you happen to know if there is a copay for like urgent care and stuff like that in this hospital?

Speaker speaker_0: Let's see. So I know there's a copay for vision.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So I don't believe there is a copay for the medical because they're... they're limited benefits plans. So what that means is the doctor or the member sends the claim to their carrier and the carrier then sorts the claim up to a set dollar amount and depending on the services rendered and the coverage, the remainder of that claim would be your responsibility.

Speaker speaker_1: Okay. Okay. Okay. All right. Well, I think that'll do it for me. Thank you.

Speaker speaker_0: No problem, miss, miss Byerley. Was there anything else I could help you with today?

Speaker speaker_1: Nope, I think that's it.

Speaker speaker_0: All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Thanks, you too.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: Bye.