

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Classroom- Hello? ... how can I help you? Hi, this is Sha... Yes, hi, my name is Shatierney Gatlin and I have insurance through you guys, and, um, I don't have an insurance card or anything. All right. What staffing company do you work for? What company do you work for? Um, Integrity. What's the last four of your social? Last four of your social? 0838. 0838? Yes. You're break- You're breaking up, ma'am. You're breaking up, ma'am. I can't hear you. Hello? You're breaking up, ma'am, as you can hear. I can hear you now. All right. What was your first name? Shatierney is spelled S-H-A-T-I-E-R-I-N-Y. Okay. For security purposes, can you verify your address and date of birth for me? 01/18/1992, and the address, 1127 South Cross Street, Apartment 3, Sycamore, Illinois, 60178. Thank you. So we got a good phone number, 202-5548? That's correct. And the email is firstname.g@yahoo.com? Yes. Thank you. So it doesn't look like they had your apartment number on file, so that's probably why you weren't able to receive your ID card. I can get it sent to you digitally if you want me to send it out physically again, as well? Um, yes, but is there any way that you can send it out to me via email? Yes, ma'am, that's what I meant when I said digitally. Yeah. All right, do you mind if I put you on a brief hold while I get that for you? Yes, that's fine. Thank you. Are you there, Ms. Gatlin? Yes. I sent the ID card via email, and then it should take one to two weeks to get to you in the mail. Okay. Then I have a few other questions. What exact insurance company is this? It'll be 90 Degree Benefits. Okay. And then, like, what all do you guys cover? So, we're not... Um, you're breaking up. I can't hear you. You're, you're breaking, you're breaking up. I can't hear you. Can you repeat that? You're breaking up. I said the plan that you have is a preventative care plan. Can you hear me now? Yes. And what does it cover? All right. The plan that you have is a preventative care plan. It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That doesn't include doctors or hospitals, and it does not include dental or vision. It does give you access to free RX, which gives you access to over 800 acute and chronic medications as well, and virtual ur- urgent care. Um, you said that it gives... So basically, you said it covers labs and what else? It covers, like, any preventative care services, like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. Okay, and what's the deductible? There's no deductible because none of these plans are PPO plans. They're all limited benefits plans. Okay. Um, would you be able to tell me what service providers... Like, so it's no such thing as an in-network, out-network with you guys? Or... So, you will want to go to multiplan.com. That website will tell you what doctors in the area take your insurance. Multiplan.com? Yes, ma'am. Okay. Thank you. No problem, Ms. Gatlin. Was there anything else I can help you with today? No, thank you. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye-bye.

Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Classroom-

Speaker speaker_1: Hello?

Speaker speaker_0: ... how can I help you?

Speaker speaker_1: Hi, this is Sha... Yes, hi, my name is Shatierney Gatlin and I have insurance through you guys, and, um, I don't have an insurance card or anything.

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

Speaker speaker_1: What company do you work for? Um, Integrity.

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

Speaker speaker_1: Last four of your social? 0838.

Speaker speaker_0: 0838?

Speaker speaker_1: Yes.

Speaker speaker_0: You're break- You're breaking up, ma'am. You're breaking up, ma'am.

Speaker speaker_1: I can't hear you. Hello?

Speaker speaker_0: You're breaking up, ma'am, as you can hear.

Speaker speaker_1: I can hear you now.

Speaker speaker_0: All right. What was your first name?

Speaker speaker_1: Shatierney is spelled S-H-A-T-I-E-R-I-N-Y.

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

Speaker speaker_1: 01/18/1992, and the address, 1127 South Cross Street, Apartment 3, Sycamore, Illinois, 60178.

Speaker speaker_0: Thank you. So we got a good phone number, 202-5548?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email is firstname.g@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So it doesn't look like they had your apartment number on file, so that's probably why you weren't able to receive your ID card. I can get it sent to you

digitally if you want me to send it out physically again, as well?

Speaker speaker_1: Um, yes, but is there any way that you can send it out to me via email?

Speaker speaker_0: Yes, ma'am, that's what I meant when I said digitally.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, do you mind if I put you on a brief hold while I get that for you?

Speaker speaker_1: Yes, that's fine.

Speaker speaker_0: Thank you. Are you there, Ms. Gatlin?

Speaker speaker_1: Yes.

Speaker speaker_0: I sent the ID card via email, and then it should take one to two weeks to get to you in the mail.

Speaker speaker_1: Okay. Then I have a few other questions. What exact insurance company is this?

Speaker speaker_0: It'll be 90 Degree Benefits.

Speaker speaker_1: Okay. And then, like, what all do you guys cover?

Speaker speaker_0: So, we're not...

Speaker speaker_1: Um, you're breaking up. I can't hear you. You're, you're breaking, you're breaking up. I can't hear you. Can you repeat that? You're breaking up.

Speaker speaker_0: I said the plan that you have is a preventative care plan. Can you hear me now?

Speaker speaker_1: Yes. And what does it cover?

Speaker speaker_0: All right. The plan that you have is a preventative care plan. It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That doesn't include doctors or hospitals, and it does not include dental or vision. It does give you access to free RX, which gives you access to over 800 acute and chronic medications as well, and virtual ur- urgent care.

Speaker speaker_1: Um, you said that it gives... So basically, you said it covers labs and what else?

Speaker speaker_0: It covers, like, any preventative care services, like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services.

Speaker speaker_1: Okay, and what's the deductible?

Speaker speaker_0: There's no deductible because none of these plans are PPO plans. They're all limited benefits plans.

Speaker speaker_1: Okay. Um, would you be able to tell me what service providers... Like, so it's no such thing as an in-network, out-network with you guys? Or...

Speaker speaker_0: So, you will want to go to [mutualplan.com](https://www.mutualplan.com). That website will tell you what doctors in the area take your insurance.

Speaker speaker_1: [Mutualplan.com](https://www.mutualplan.com)?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem, Ms. Gatlin. Was there anything else I can help you with today?

Speaker speaker_1: No, thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.