

Transcript: Malcolm

Nash-5974321521442816-6641023255003136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello, Malcolm. This is Remy Gera and I was, um, wondering if my insurance covered, uh, therapy. You mean mental... You mean like mental- Out, out... Like, outpatient mental health benefits or behavioral health benefits. What staffing company do you work for? Uh, ATC Healthcare. What's the last four of your social? Uh, give me just a second. 5906. First name? Remy Gio. Last name? Gera. All right. For security purposes, can you verify your address and date of birth for me? Yes. My address is 5738 Orchard Court and my date of birth is May 21st, 1998. Okay. So we got your phone number, 517-897-6705. Yep, that's my number. And I think your email is ego1632@outlook.com. Yes. That's my email. Do you... Okay. Hello? Wait, so you're saying that... Are you, you wanting to know if your coverage is cover outside of the network? Exact... What I... The exact information I'm looking for is to see if a previous therapy provider I was working with before my insurance cov- switched over is covered as in-network. Sir, I wouldn't... I wouldn't be able to answer that question. That's a question you would have to carry directly. I thought this was my carrier. No, we're plan administrators, sir. We just get you enrolled or unenrolled from the health insurance. All right, then who... Okay. Then I have a lot of questions 'cause this is the third transfer I've gotten to. So, I wanna make sure I'm going to the right place. And, uh, so, okay, for example... Well, not an example. This is exactly what I want. I want to know if my therapy is covered. Who would I... And I'm looking at my insurance card right now. And- What is the name on the insurance card? What's... The name on the insurance card? Like what... Like, the name of the insurance, the name like my name? Is it 90 Degrees Benefit Public and Public Life? What name do they have? Uh, yeah, 90 Degrees Benefits. 90 Degrees Benefits. I see that. I also see ATC Healthcare and I also see Elixir. I see MultiPlan too. Well, what, what information do you need in order to get me the information I need? Hey, you mind if I put you on a brief hold? Uh, no problem. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hello, Malcolm. This is Remy Gera and I was, um, wondering if my insurance covered, uh, therapy.

Speaker speaker_1: You mean mental... You mean like mental-

Speaker speaker_2: Out, out... Like, outpatient mental health benefits or behavioral health benefits.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, ATC Healthcare.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, give me just a second. 5906.

Speaker speaker_1: First name?

Speaker speaker_2: Remy Gio.

Speaker speaker_1: Last name?

Speaker speaker_2: Gera.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. My address is 5738 Orchard Court and my date of birth is May 21st, 1998.

Speaker speaker_1: Okay. So we got your phone number, 517-897-6705.

Speaker speaker_2: Yep, that's my number.

Speaker speaker_1: And I think your email is ego1632@outlook.com.

Speaker speaker_2: Yes. That's my email.

Speaker speaker_1: Do you...

Speaker speaker_2: Okay. Hello?

Speaker speaker_1: Wait, so you're saying that... Are you, you wanting to know if your coverage is covered outside of the network?

Speaker speaker_2: Exact... What I... The exact information I'm looking for is to see if a previous therapy provider I was working with before my insurance covered switched over is covered as in-network.

Speaker speaker_1: Sir, I wouldn't... I wouldn't be able to answer that question. That's a question you would have to carry directly.

Speaker speaker_2: I thought this was my carrier.

Speaker speaker_1: No, we're plan administrators, sir. We just get you enrolled or unenrolled from the health insurance.

Speaker speaker_2: All right, then who... Okay. Then I have a lot of questions 'cause this is the third transfer I've gotten to. So, I wanna make sure I'm going to the right place. And, uh, so, okay, for example... Well, not an example. This is exactly what I want. I want to know if my therapy is covered. Who would I... And I'm looking at my insurance card right now. And-

Speaker speaker_1: What is the name on the insurance card?

Speaker speaker_2: What's... The name on the insurance card? Like what... Like, the name of the insurance, the name like my name?

Speaker speaker_1: Is it 90 Degrees Benefit Public and Public Life? What name do they have?

Speaker speaker_2: Uh, yeah, 90 Degrees Benefits.

Speaker speaker_1: 90 Degrees Benefits.

Speaker speaker_2: I see that. I also see ATC Healthcare and I also see Elixir. I see MultiPlan too. Well, what, what information do you need in order to get me the information I need?

Speaker speaker_1: Hey, you mind if I put you on a brief hold?

Speaker speaker_2: Uh, no problem.

Speaker speaker_1: Thank you.