

Transcript: Pamela

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Full Transcript

Thank you for calling Medical Assistance. This is Sandra speaking, how may I help you? Hi, um, uh, my name is Colleen Lim. Uh, I, I see that I am paying for, um, behavioral health benefits under, um, benefits with the card and I just wonder, um, what does that include? Um... Okay. So who do you work for? Yes, if you can help me out. I work for Noor Staffing Group. I'm gonna pull up your file so I'll be able to assist you better. Okay, thank you. May I have the last four digits of your Social? 0914. And 09994. And you said Noor? Yes, Noor, yes. And what is your first and last name, ma'am? Colleen Lim. And the last four, 0994? 0914. Oh, I'm sorry. Okay, Ms. Lim, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Sure. It's, um, July 5th, 1995 and it's 1385 York Avenue, Apartment 6D, uh, New York, New York, 10021. Thank you for the information. We have a telephone number on file, 609-495-5741. And your email is colleenlimofficial@gmail.com. Yes, that's correct. Okay. Thank you. Um, da, da, da, da, da, da. All right. Now, and you say you need information regarding your medical? Um, I wanted to know about behavioral health. Okay. So let me check your behavioral health. Like, does that include psychiatry? Is it just, um, therapy sessions, um? It does say, it does have therapy session, but I wanna make sure I give you the correct information, just bear with me. Behavioral health counseling. Okay. So you have the behavioral health con- counsel. It's virt- it's virtual. Um, if you would like, I could send you the benefit guide and on page 9, you will have all the information regarding your behavioral health, if you would like. That'd be great, yeah. Yeah? Yeah. Yeah, it's, um- Okay. And there will be, um, the phone number where you need to call, and they'll give you all the support that you need. Okay, thank you so much. That's fine. Yeah. So remember, it will be on page 9. I also gonna note it on the email. Okay. So that way, you go straight to that, um, box. All the plans are there. Um... Okay. If anything, if you wanna go over the... . Give me one second. I'm gonna put you on mute for a while, generate the information, all right? Okay, thank you. Sure. Ma'am? Ma'am? Hi there, yes. I'm so sorry this is so important. The system is kind of... It was stuck. So I sent you the, you the email. Um, there you're gonna find all the plans and the names. And you will be able to find the, uh, the information for behavioral health, you need to go to page nine. Um... Okay. Email's coming in from info@benefitscentercard. Check your spam and junk mail. It might go there. Okay. Um, let me just look to see if, uh, it came through real quick. Um, um, okay, I think I have it. Um, um, I did have a question. Um... Okay, she said page nine. Um... Oh, page nine is gonna be- Okay, so- ... uh, page five on the red line. So, um, it's just that there is... It, it includes, um, counseling, um, but I, I, I guess it does not include psychiatric care? I don't, I don't... I'm not, I don't... I can't tell you that, because the information that I have is exactly what you're reading. I would suggest you to give them a call, and they'd be able to- Okay. ... you or break you, breakdown of the benefits. Okay. All right. Um- All right. And... Okay, thank you so

much. Thank you for giving us a call. Have a great rest of the day, ma'am. Okay, thank you so much for your help. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Assistance. This is Sandra speaking, how may I help you?

Speaker speaker_1: Hi, um, uh, my name is Colleen Lim. Uh, I, I see that I am paying for, um, behavioral health benefits under, um, benefits with the card and I just wonder, um, what does that include? Um...

Speaker speaker_0: Okay. So who do you work for?

Speaker speaker_1: Yes, if you can help me out. I work for Noor Staffing Group.

Speaker speaker_0: I'm gonna pull up your file so I'll be able to assist you better.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 0914.

Speaker speaker_0: And 09994. And you said Noor?

Speaker speaker_1: Yes, Noor, yes.

Speaker speaker_0: And what is your first and last name, ma'am?

Speaker speaker_1: Colleen Lim.

Speaker speaker_0: And the last four, 0994?

Speaker speaker_1: 0914.

Speaker speaker_0: Oh, I'm sorry. Okay, Ms. Lim, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Sure. It's, um, July 5th, 1995 and it's 1385 York Avenue, Apartment 6D, uh, New York, New York, 10021.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 609-495-5741. And your email is colleenlimofficial@gmail.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. Thank you. Um, da, da, da, da, da. All right. Now, and you say you need information regarding your medical?

Speaker speaker_1: Um, I wanted to know about behavioral health.

Speaker speaker_0: Okay. So let me check your behavioral health.

Speaker speaker_1: Like, does that include psychiatry? Is it just, um, therapy sessions, um?

Speaker speaker_0: It does say, it does have therapy session, but I wanna make sure I give you the correct information, just bear with me. Behavioral health counseling. Okay. So you have the behavioral health con- counsel. It's virt- it's virtual. Um, if you would like, I could send you the benefit guide and on page 9, you will have all the information regarding your behavioral health, if you would like.

Speaker speaker_1: That'd be great, yeah.

Speaker speaker_0: Yeah?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, it's, um-

Speaker speaker_1: Okay.

Speaker speaker_0: And there will be, um, the phone number where you need to call, and they'll give you all the support that you need.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: That's fine. Yeah. So remember, it will be on page 9. I also gonna note it on the email.

Speaker speaker_1: Okay.

Speaker speaker_0: So that way, you go straight to that, um, box. All the plans are there. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: If anything, if you wanna go over the... . Give me one second. I'm gonna put you on mute for a while, generate the information, all right?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Sure. Ma'am? Ma'am?

Speaker speaker_1: Hi there, yes.

Speaker speaker_0: I'm so sorry this is so important. The system is kind of... It was stuck. So I sent you the, you the email. Um, there you're gonna find all the plans and the names. And you will be able to find the, uh, the information for behavioral health, you need to go to page nine. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Email's coming in from info@benefitscentercard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay. Um, let me just look to see if, uh, it came through real quick. Um, um, okay, I think I have it. Um, um, I did have a question. Um... Okay, she said page nine. Um...

Speaker speaker_0: Oh, page nine is gonna be-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... uh, page five on the red line.

Speaker speaker_1: So, um, it's just that there is... It, it includes, um, counseling, um, but I, I, I guess it does not include psychiatric care?

Speaker speaker_0: I don't, I don't... I'm not, I don't... I can't tell you that, because the information that I have is exactly what you're reading. I would suggest you to give them a call, and they'd be able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you or break you, breakdown of the benefits.

Speaker speaker_1: Okay. All right. Um-

Speaker speaker_0: All right.

Speaker speaker_1: And... Okay, thank you so much.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker_1: Okay, thank you so much for your help. Thank you. Bye-bye.