

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, my name is Anna. I'm calling from APL. May I have your name? Pamela. Hey, Pamela. Um, I have a insured on the other line who needs to make some changes to a policy that's existing. He said he called someone at... Well, he called Benefits in a Card, but it was directed to us, so we can't make changes. Okay. Um, let me get the last four digits of the member social, so I can pull up their file and who they work for. 62- 6261. Excuse me? Hello? 6261 is the last four of his social. And, who he works for? He works for TRC Staffing Services. First and last name? Kendall Pyles, P-Y-L-E-S. Thank you. Can you verify the address for them? 2590 Magnolia Street, Orangeburg, South Carolina, 29115. Okay. All right, you can go ahead and transfer him. Okay, he's on the line. Mr. Pyles, this is Pamela. She'll be assisting you further, okay? Okay. All right, have a good day. And, um, Mr. Pyles- Hello. You said you wanted to make changes? Yeah, I wanted to, um... 'Cause it said, uh, my insurance don't cover radiology, and stuff like that. I was wanting to adjust it to where it could cover it. Okay. So, let's see. I don't know if you're aware. These are not, like, major insurance. So I'm gonna see. Um, they have another plan which is the Stay Healthy Plan. Um, that one is for preventive care. Uh, let's see if they cover... Give me one second. I'm trying to find if that is covered under Stay Healthy Plan. Bear with me on the line itself. Let me see if I can get a hold of someone at the- Say what? ... carrier and ask them regarding if they cover their radiology. Just bear with me. Okay. Sir? Yes, ma'am. Sir, can you hear me? Oh, yeah, I'm here. Okay. So out of all the plans that we will cover, um, the rado- radiologist, it will be with the MBP plan, which is subject to approval and it does have a ri- a high deductible. Um, that plan, the... chh, chh, chh. The premium is for employee only, \$105.29, and we have to... and the deductible is 6,500 that you have to meet before they start paying 100%. Okay. Unfortunately, like I said- How much? ... you cannot manipulate your insurance. Um, have you seen the benefit guide? Have I seen what? The benefits. The, uh, the benefit guide of the benefits that PRC offers? Um, I can't remember. Uh, if I did, I can't remember it. But if you would like, I could go ahead and send it to you. You still have... let's see, let me see. You said it's the 21st. You still have until Friday to make changes. Okay. Right, so you can call us- Oh, yeah, you can send it to me and that's- Yeah. We have the email K-P-Y-L-E-S 2-6@me.com. Yes, ma'am. Right. So, um, if you have any questions after you receive it, just give us a call and we'll be able to... more than happy to assist you. The email's coming in from info@benefitsinacar. Check your spa- check your spam and junk mail, it might go there. All right. All right. Anything else I can do for you today, sir? Uh, no, ma'am. That's it. All right. Thank you for giving us a call today. Have a great rest of the day, sir. All right. You do s- you do the same.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, my name is Anna. I'm calling from APL. May I have your name?

Speaker speaker_0: Pamela.

Speaker speaker_1: Hey, Pamela. Um, I have a insured on the other line who needs to make some changes to a policy that's existing. He said he called someone at... Well, he called Benefits in a Card, but it was directed to us, so we can't make changes.

Speaker speaker_0: Okay. Um, let me get the last four digits of the member social, so I can pull up their file and who they work for. 62-

Speaker speaker_1: 6261.

Speaker speaker_0: Excuse me? Hello?

Speaker speaker_1: 6261 is the last four of his social.

Speaker speaker_0: And, who he works for?

Speaker speaker_1: He works for TRC Staffing Services.

Speaker speaker_0: First and last name?

Speaker speaker_1: Kendall Pyles, P-Y-L-E-S.

Speaker speaker_0: Thank you. Can you verify the address for them?

Speaker speaker_1: 2590 Magnolia Street, Orangeburg, South Carolina, 29115.

Speaker speaker_0: Okay. All right, you can go ahead and transfer him.

Speaker speaker_1: Okay, he's on the line. Mr. Pyles, this is Pamela. She'll be assisting you further, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right, have a good day.

Speaker speaker_0: And, um, Mr. Pyles-

Speaker speaker_2: Hello.

Speaker speaker_0: You said you wanted to make changes?

Speaker speaker_2: Yeah, I wanted to, um... 'Cause it said, uh, my insurance don't cover radiology, and stuff like that. I was wanting to adjust it to where it could cover it.

Speaker speaker_0: Okay. So, let's see. I don't know if you're aware. These are not, like, major insurance. So I'm gonna see. Um, they have another plan which is the Stay Healthy

Plan. Um, that one is for preventive care. Uh, let's see if they cover... Give me one second. I'm trying to find if that is covered under Stay Healthy Plan. Bear with me on the line itself. Let me see if I can get a hold of someone at the-

Speaker speaker_2: Say what?

Speaker speaker_0: ... carrier and ask them regarding if they cover their radiology. Just bear with me.

Speaker speaker_2: Okay.

Speaker speaker_0: Sir?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Sir, can you hear me?

Speaker speaker_3: Oh, yeah, I'm here.

Speaker speaker_0: Okay. So out of all the plans that we will cover, um, the rado- radiologist, it will be with the MBP plan, which is subject to approval and it does have a ri- a high deductible. Um, that plan, the... chh, chh, chh. The premium is for employee only, \$105.29, and we have to... and the deductible is 6,500 that you have to meet before they start paying 100%.

Speaker speaker_3: Okay.

Speaker speaker_0: Unfortunately, like I said-

Speaker speaker_3: How much?

Speaker speaker_0: ... you cannot manipulate your insurance. Um, have you seen the benefit guide?

Speaker speaker_3: Have I seen what?

Speaker speaker_0: The benefits. The, uh, the benefit guide of the benefits that PRC offers?

Speaker speaker_3: Um, I can't remember. Uh, if I did, I can't remember it.

Speaker speaker_0: But if you would like, I could go ahead and send it to you. You still have... let's see, let me see. You said it's the 21st. You still have until Friday to make changes.

Speaker speaker_3: Okay.

Speaker speaker_0: Right, so you can call us-

Speaker speaker_3: Oh, yeah, you can send it to me and that's-

Speaker speaker_0: Yeah. We have the email K-P-Y-L-E-S 2-6@me.com.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: Right. So, um, if you have any questions after you receive it, just give us a call and we'll be able to... more than happy to assist you. The email's coming in from info@benefitsinacar. Check your spa- check your spam and junk mail, it might go there.

Speaker speaker_3: All right.

Speaker speaker_0: All right. Anything else I can do for you today, sir?

Speaker speaker_3: Uh, no, ma'am. That's it.

Speaker speaker_0: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_3: All right. You do s- you do the same.