

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Columbia Medical Center 5-8... This is Pamela speaking. How may I help you? Yeah, so I was just calling, I just, uh, received my, um, medical card from Surge in the mail, and, um, I just wanted to know how I could get, um, vision put on there, on the coverage. Okay. Um, let's see if we still have le- eligible to enroll in vision. May I have the last four digits of your social? Yes, it's 4485. Your first and last name, sir? First name, Monte, M-O-N-T-E. Last name, Mosley, M-O-S-L-E-Y. Junior? Yes, Junior. Mr. Mosley, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Yeah, address is 2213 Forsythia Drive, F-O-R-S-Y-T-H-I-A Drive, Culpeper, Virginia. All right. Thank you for the information. We have a telephone number on file. Um, 703-474-7297 and your email is mm- your first name, underscore, your last name 94 at yahoo.com. Yeah, that's all correct. All right. Unfortunately, you're not eligible to enroll at this time. You will have to wait for the company open enrollment. Oh, okay. So what is- so what do I have on this benefits card? What, like what-what do I have, like, as far as coverage? Because it's a medical card, I just didn't- I didn't, um... She told me when I first got hired that they would just automatically enroll me into basically all the basic plans that they offer. Okay. And so- So that plan- ... I didn't know that vision was... Yeah. The way it works, um, on the card you will see a telephone number and our website called MultiPlan. Right. That's where you're gonna go and find the providers in your area. Right. You have to use a participating provider in order for the procedures to be covered 100%. Let's say you need to check your cholesterol, diabetes, that type of preventive care. And- Yeah, I need to get, uh... I have a, um... I need to go see the eye doctor. So that's why I was trying to... Well, that's, that's no vision. Yeah, I'm do- say, say that again. I'm sorry. So this plan is only for the- You said it was not for vision, right? Yeah, yeah, okay. It's not for vision. I got you. It's only for preventive care, and you are responsible to pay for the doctor's visit. The insurance gonna cover the actual procedure and you have to use a participating provider. Okay, so I'm responsible for the, um, for the visit pay and you said the procedure pay as well? No, you pay for this, the doctor's visit. What the insurance- Got you, okay. ... gonna cover is the actual procedure. I got you, I got you. Okay, thank you. Um, so you said I would have to wait for next enrollment in order to get vision on my benefits? Yes, sir. Okay. All right, thank you. I appreciate y'all's. All right, thank you for giving up the call. Have a great rest of the day. All right, thank you.

Conversation Format

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

Speaker speaker_1: Welcome to Columbia Medical Center 5-8... This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, so I was just calling, I just, uh, received my, um, medical card from Surge in the mail, and, um, I just wanted to know how I could get, um, vision put on there, on the coverage.

Speaker speaker_1: Okay. Um, let's see if we still have le- eligible to enroll in vision. May I have the last four digits of your social?

Speaker speaker_2: Yes, it's 4485.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: First name, Monte, M-O-N-T-E. Last name, Mosley, M-O-S-L-E-Y.

Speaker speaker_1: Junior?

Speaker speaker_2: Yes, Junior.

Speaker speaker_1: Mr. Mosley, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Yeah, address is 2213 Forsythia Drive, F-O-R-S-Y-T-H-I-A Drive, Culpeper, Virginia.

Speaker speaker_1: All right. Thank you for the information. We have a telephone number on file. Um, 703-474-7297 and your email is mm- your first name, underscore, your last name 94 at yahoo.com.

Speaker speaker_2: Yeah, that's all correct.

Speaker speaker_1: All right. Unfortunately, you're not eligible to enroll at this time. You will have to wait for the company open enrollment.

Speaker speaker_2: Oh, okay. So what is- so what do I have on this benefits card? What, like what-what do I have, like, as far as coverage? Because it's a medical card, I just didn't- I didn't, um... She told me when I first got hired that they would just automatically enroll me into basically all the basic plans that they offer.

Speaker speaker_1: Okay.

Speaker speaker_2: And so-

Speaker speaker_1: So that plan-

Speaker speaker_2: ... I didn't know that vision was... Yeah.

Speaker speaker_1: The way it works, um, on the card you will see a telephone number and our website called MultiPlan.

Speaker speaker_2: Right.

Speaker speaker_1: That's where you're gonna go and find the providers in your area.

Speaker speaker_2: Right.

Speaker speaker_1: You have to use a participating provider in order for the procedures to be covered 100%. Let's say you need to check your cholesterol, diabetes, that type of preventive care. And-

Speaker speaker_2: Yeah, I need to get, uh... I have a, um... I need to go see the eye doctor. So that's why I was trying to...

Speaker speaker_1: Well, that's, that's no vision.

Speaker speaker_2: Yeah, I'm do- say, say that again. I'm sorry.

Speaker speaker_1: So this plan is only for the-

Speaker speaker_2: You said it was not for vision, right? Yeah, yeah, okay. It's not for vision. I got you.

Speaker speaker_1: It's only for preventive care, and you are responsible to pay for the doctor's visit. The insurance gonna cover the actual procedure and you have to use a participating provider.

Speaker speaker_2: Okay, so I'm responsible for the, um, for the visit pay and you said the procedure pay as well?

Speaker speaker_1: No, you pay for this, the doctor's visit. What the insurance-

Speaker speaker_2: Got you, okay.

Speaker speaker_1: ... gonna cover is the actual procedure.

Speaker speaker_2: I got you, I got you. Okay, thank you. Um, so you said I would have to wait for next enrollment in order to get vision on my benefits?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right, thank you. I appreciate y'all's.

Speaker speaker_1: All right, thank you for giving up the call. Have a great rest of the day.

Speaker speaker_2: All right, thank you.