

Transcript: Pamela

Blanc-5580502284681216-5067902836850688

Full Transcript

Thank you for calling Medical Center of Columbus. My name is Camila. I'm sorry, what was that? My name is Camila. How may I help you? Hello? Oh, yeah. Hello. I was calling about, um, a benefits card I got for my job. Okay, did you call, um, on your health benefits card? Uh, all I know is it's from Surge. It has, like, three different things on front of it. Okay, I could, I could barely hear you, sir. Sorry. Um, it's, uh, through Surge. Okay. I was trying to see i- if, if I have health coverage through them on this or whatever. I'm like, I'm confused on it. Okay, I understand. Are you currently working for them? Yeah, I currently work for Surge. Okay. May I have the last four digits of your social? 3306. 3306. And your first and last name? Skyler Akers. Okay, Mr. Akers, 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. Date of birth is 09/25/2001. And let me get my address pulled up 'cause I'm, I'm not familiar with this area down here so I don't know the address exactly. No problem. Take your time. All right. I think it's... Oh, I don't have it. Why is it not pulling up? Turn by settings. Uh, try doing it like that. All right, it's... Well, what's going on up there? Come on, now. Well, I guess that's not gonna work. Not gonna be able to do anything either. All right, it's 475 South O'Brien Street, Seymour, Indiana, Apartment 47, I think. Skyler? Yeah. I'm getting there. I'm on the phone with them still. I can't hear you. It's on mute. I'm still on the phone with them. What apartment number is this again? What's your name? You still there? Yes, I'm here. Okay. Did you, uh, did you get the address? Yes. Okay. I think I might be wrong. Just want to confirm something. Uh, the apartment, 48? That would be the apartment number? Yeah, 48. My bad. Yeah. No problem. I just want to make sure we have it correct- Right. ... on our end. Um- Oh, yeah. You're good. So we have a phone number of 58129271121 and your email is, um, your first name, your last name, 0925@icloud.com. iCloud.com. Yeah, that's correct. All right. Okay, um, so yes, your benefits are active. On the card that you received, um, it has- Yeah. ... a phone number there. It's called, um, Multi Plan and the website. That's where you're gonna find the providers close to you. Okay. And we- So- ... the plan works- Go ahead, I'm sorry. Um, the way the plan works is that, um, you are responsible to pay for the doctor's visit and the insurance gonna cover 100% your procedures as long as they are preventive care. Okay. So if I was to, say, like, go to hospital for something, I have to pay that? You... These, they do not, um, they do not cover hospital. It's only preventive care in the doctor's office. Okay. Okay, thank you so much. No problem. Thank you for giving us a call, sir. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Center of Columbus. My name is Camila.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: My name is Camila. How may I help you?

Speaker speaker_1: Hello? Oh, yeah.

Speaker speaker_0: Hello.

Speaker speaker_1: I was calling about, um, a benefits card I got for my job.

Speaker speaker_0: Okay, did you call, um, on your health benefits card?

Speaker speaker_1: Uh, all I know is it's from Surge. It has, like, three different things on front of it.

Speaker speaker_0: Okay, I could, I could barely hear you, sir.

Speaker speaker_1: Sorry. Um, it's, uh, through Surge.

Speaker speaker_0: Okay.

Speaker speaker_1: I was trying to see i- if, if I have health coverage through them on this or whatever. I'm like, I'm confused on it.

Speaker speaker_0: Okay, I understand. Are you currently working for them?

Speaker speaker_1: Yeah, I currently work for Surge.

Speaker speaker_0: Okay. May I have the last four digits of your social?

Speaker speaker_1: 3306.

Speaker speaker_0: 3306. And your first and last name?

Speaker speaker_1: Skyler Akers.

Speaker speaker_0: Okay, Mr. Akers, 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: Date of birth is 09/25/2001. And let me get my address pulled up 'cause I'm, I'm not familiar with this area down here so I don't know the address exactly.

Speaker speaker_0: No problem. Take your time.

Speaker speaker_1: All right. I think it's... Oh, I don't have it. Why is it not pulling up? Turn by settings. Uh, try doing it like that. All right, it's... Well, what's going on up there? Come on, now. Well, I guess that's not gonna work. Not gonna be able to do anything either. All right, it's 475 South O'Brien Street, Seymour, Indiana, Apartment 47, I think.

Speaker speaker_2: Skyler?

Speaker speaker_1: Yeah.

Speaker speaker_2: I'm getting there.

Speaker speaker_1: I'm on the phone with them still.

Speaker speaker_2: I can't hear you. It's on mute.

Speaker speaker_1: I'm still on the phone with them. What apartment number is this again? What's your name? You still there?

Speaker speaker_0: Yes, I'm here.

Speaker speaker_1: Okay. Did you, uh, did you get the address?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. I think I might be wrong.

Speaker speaker_0: Just want to confirm something. Uh, the apartment, 48? That would be the apartment number?

Speaker speaker_1: Yeah, 48. My bad. Yeah.

Speaker speaker_0: No problem. I just want to make sure we have it correct-

Speaker speaker_1: Right.

Speaker speaker_0: ... on our end. Um-

Speaker speaker_1: Oh, yeah. You're good.

Speaker speaker_0: So we have a phone number of 58129271121 and your email is, um, your first name, your last name, 0925@icloud.com.

Speaker speaker_1: iCloud.com. Yeah, that's correct.

Speaker speaker_0: All right. Okay, um, so yes, your benefits are active. On the card that you received, um, it has-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... a phone number there. It's called, um, Multi Plan and the website. That's where you're gonna find the providers close to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And we-

Speaker speaker_1: So-

Speaker speaker_0: ... the plan works-

Speaker speaker_1: Go ahead, I'm sorry.

Speaker speaker_0: Um, the way the plan works is that, um, you are responsible to pay for the doctor's visit and the insurance gonna cover 100% your procedures as long as they are preventive care.

Speaker speaker_1: Okay. So if I was to, say, like, go to hospital for something, I have to pay that?

Speaker speaker_0: You... These, they do not, um, they do not cover hospital. It's only preventive care in the doctor's office.

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

Speaker speaker_0: No problem. Thank you for giving us a call, sir. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.