

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Yes, ma'am. My name is Ronald Peebles and I have recently got me a card from my temp company, uh, insurance card. Okay. I'm just trying to see, I'm just trying to see if it's legit because I never got an insurance card from a temp company. Okay. So, um, what's the name of the staffing agency you work for? Surge. S-U-R-G-E. Surge? Okay. So Surge will auto-enroll their, uh, employees if they don't decline the auto enrollment. Are you currently working for them? Yes. Okay. So th- those are for a preventive care plan, um, with the medical, uh, benefits. On the card is the phone number and a website that you could call, called MultiPlan, um, MultiPlan. Yeah, I see that. Yeah, that's where you'll find the providers that are closer to you, and... Because if you decide to use the benefits, you have to go through a participating provider and, um, and you are responsible to pay for the doctor's visit. The insurance will cover the procedures. Let's say, um, cholesterol screen- Cholesterol- ... diabetes screenings, that type of preventive care. Okay. 'Cause I see it says no copayments, no deductible and no out-of-pocket. Yes. 'Cause um- Okay. It's only for preventive care. Okay. So would I be able to receive... get with a, a primary doctor with this health insurance? If they are in network, yes. Okay. Okay. So it- All right. Because, um, you have to make sure it's a in-network provider so your procedures could be covered. Okay. Thank you, ma'am. Okay. That's it. Thank you for giving us a call. Have a great, great day. Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Yes, ma'am. My name is Ronald Peebles and I have recently got me a card from my temp company, uh, insurance card.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm just trying to see, I'm just trying to see if it's legit because I never got an insurance card from a temp company.

Speaker speaker_1: Okay. So, um, what's the name of the staffing agency you work for?

Speaker speaker_2: Surge. S-U-R-G-E.

Speaker speaker_1: Surge? Okay. So Surge will auto-enroll their, uh, employees if they don't decline the auto enrollment. Are you currently working for them?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So th- those are for a preventive care plan, um, with the medical, uh, benefits. On the card is the phone number and a website that you could call, called MultiPlan, um, MultiPlan.

Speaker speaker_2: Yeah, I see that.

Speaker speaker_1: Yeah, that's where you'll find the providers that are closer to you, and... Because if you decide to use the benefits, you have to go through a participating provider and, um, and you are responsible to pay for the doctor's visit. The insurance will cover the procedures. Let's say, um, cholesterol screen-

Speaker speaker_2: Cholesterol-

Speaker speaker_1: ... diabetes screenings, that type of preventive care.

Speaker speaker_2: Okay. 'Cause I see it says no copayments, no deductible and no out-of-pocket.

Speaker speaker_1: Yes. 'Cause um-

Speaker speaker_2: Okay.

Speaker speaker_1: It's only for preventive care.

Speaker speaker_2: Okay. So would I be able to receive... get with a, a primary doctor with this health insurance?

Speaker speaker_1: If they are in network, yes.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: So it-

Speaker speaker_2: All right.

Speaker speaker_1: Because, um, you have to make sure it's a in-network provider so your procedures could be covered.

Speaker speaker_2: Okay. Thank you, ma'am.

Speaker speaker_1: Okay. That's it. Thank you for giving us a call. Have a great, great day.

Speaker speaker_2: Okay.