

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 I help you? Yes, ma'am. Uh, my name is Rodney Fountain. I work with MAU and they had sent me a message about, you know, if I want to do any changes on my insurance that I had 17 days left. Yeah. So if you want to make changes, if you already ha- involved in the health benefits through the MAU, this is the time to do so. If not, it will roll over as it is. Well, that's, that's why I'm calling because I want to update my, my insurance. Okay. May I have the last four digits of your Social? 7034- Your first and last name? Rodney, R-O-D-N-E-Y. Fountain, F-O-U-N-T-A-I-N. Thank you, Mr. Fountain. 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. Uh, my address is 8828 Highway 24, Campbell, South Carolina. ZIP code is 29689. Okay. And the date of birth was 7/29/1973. Thank you. So we have a phone number of 586-437-52581, and you use- Yes, ma'am. ... your first, last name, 94 at gmail.com. Yes, ma'am. Okay. And what would you like to change on your plan? Um, okay, I know I have vision insurance and dental insurance. Um, I'm trying to make sure, uh, I have the insurance for, you know, visiting doctor's office or is it the one for the hospital? You have both. You have- Oh, so I have one- ... for your prevent, for preventive care and you, the one you also that you could use at the hospital. Okay, so, uh, the two, okay. Uh, just to make sure, um, I, like I said, I have three cards. Uh, one's for the vision which is, uh, MetLife. And then, uh, I have two APL cards and I'm just, I'm try- I'm trying to make sure they're the right ones. Uh, payer ID- So So what? Ma'am? For the APL, this says, uh, Carrington and Dental. Yeah. And then you- Okay, so w- ... have one for Carrington saying hospital indemnity. Okay, that's, that's what I'm looking at. For Rodney, individual policy, limited benefit hospital immediate. Okay, that's the hospital one. So the other one's for regular doctor visits? So that's- Because all I, it, it- ... for preventive care. Go ahead. Okay, I found... Okay, I got the one for the hospital, one for dental. Uh, and then all I got is the other one for vision. So the cards for the hospital, I can show that at the doctor's office too for acceptance? So for your preventive care, you have to have, you should have a card that says IMA 90 degrees. And it should have MAU name on it. The, the one... All I see is, it says the plan limited benefit hospital ad- admittance. No. So if you would like, I could email you that ID card, um, which is for your preventive care. Okay. Um, give me one second. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. Sometimes it goes there. And this card is the one that you need for your preventive care. You could, you will have to combine both of them because this one would not cover, uh, the doctor's visits payment, but it will cover the procedure for your preventive care. Okay, so but I'm... I, I mean, I, I quite don't understand that. I mean, it, it'll pay... it don't pay for my doctor visit, but it pays for what? The actual procedure. So if I had to have a procedure done, that's the only thing it pays for? And,

and for your preventive procedures, yes. Okay, so how do I get the card that pays for my doctor visits? It's the one that you have that h- that says hospital indem- indemnity from APL. Okay. Okay. Uh, okay, so, so there's really nothing I need to change. So everything's okay, right? Yes. What I'm gonna do is send you the email with the ID card, the one that you need to use for your preventive care. Okay. I appreciate that. All right. Um, is there anything else I could do for you, sir? Uh, no, ma'am, that's all I needed to know. All right, thank you for calling Benefits in a Card. Have a wonderful rest of the day, sir. All right, you too. Bye-bye. Bye-bye.

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 I help you?

Speaker speaker_2: Yes, ma'am. Uh, my name is Rodney Fountain. I work with MAU and they had sent me a message about, you know, if I want to do any changes on my insurance that I had 17 days left.

Speaker speaker_1: Yeah. So if you want to make changes, if you already ha- involved in the health benefits through the MAU, this is the time to do so. If not, it will roll over as it is.

Speaker speaker_2: Well, that's, that's why I'm calling because I want to update my, my insurance.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: 7034-

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Rodney, R-O-D-N-E-Y. Fountain, F-O-U-N-T-A-I-N.

Speaker speaker_1: Thank you, Mr. Fountain. 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: Uh, my address is 8828 Highway 24, Campbell, South Carolina. ZIP code is 29689.

Speaker speaker_1: Okay.

Speaker speaker_2: And the date of birth was 7/29/1973.

Speaker speaker_1: Thank you. So we have a phone number of 586-437-52581, and you use-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... your first, last name, 94 at gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And what would you like to change on your plan?

Speaker speaker_2: Um, okay, I know I have vision insurance and dental insurance. Um, I'm trying to make sure, uh, I have the insurance for, you know, visiting doctor's office or is it the one for the hospital?

Speaker speaker_1: You have both. You have-

Speaker speaker_2: Oh, so I have one-

Speaker speaker_1: ... for your prevent, for preventive care and you, the one you also that you could use at the hospital.

Speaker speaker_2: Okay, so, uh, the two, okay. Uh, just to make sure, um, I, like I said, I have three cards. Uh, one's for the vision which is, uh, MetLife. And then, uh, I have two APL cards and I'm just, I'm try- I'm trying to make sure they're the right ones. Uh, payer ID-

Speaker speaker_1: So

Speaker speaker_3: So what?

Speaker speaker_2: Ma'am?

Speaker speaker_1: For the APL, this says, uh, Carrington and Dental.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then you-

Speaker speaker_2: Okay, so w-

Speaker speaker_1: ... have one for Carrington saying hospital indemnity.

Speaker speaker_2: Okay, that's, that's what I'm looking at. For Rodney, individual policy, limited benefit hospital immediate. Okay, that's the hospital one. So the other one's for regular doctor visits?

Speaker speaker_1: So that's-

Speaker speaker_2: Because all I, it, it-

Speaker speaker_1: ... for preventive care. Go ahead.

Speaker speaker_2: Okay, I found... Okay, I got the one for the hospital, one for dental. Uh, and then all I got is the other one for vision. So the cards for the hospital, I can show that at the doctor's office too for acceptance?

Speaker speaker_1: So for your preventive care, you have to have, you should have a card that says IMA 90 degrees. And it should have MAU name on it.

Speaker speaker_2: The, the one... All I see is, it says the plan limited benefit hospital admittance.

Speaker speaker_1: No. So if you would like, I could email you that ID card, um, which is for your preventive care.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, give me one second. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. Sometimes it goes there. And this card is the one that you need for your preventive care. You could, you will have to combine both of them because this one would not cover, uh, the doctor's visits payment, but it will cover the procedure for your preventive care.

Speaker speaker_2: Okay, so but I'm... I, I mean, I, I quite don't understand that. I mean, it, it'll pay... it don't pay for my doctor visit, but it pays for what?

Speaker speaker_1: The actual procedure.

Speaker speaker_2: So if I had to have a procedure done, that's the only thing it pays for?

Speaker speaker_1: And, and for your preventive procedures, yes.

Speaker speaker_2: Okay, so how do I get the card that pays for my doctor visits?

Speaker speaker_1: It's the one that you have that h- that says hospital indem- indemnity from APL.

Speaker speaker_2: Okay. Okay. Uh, okay, so, so there's really nothing I need to change. So everything's okay, right?

Speaker speaker_1: Yes. What I'm gonna do is send you the email with the ID card, the one that you need to use for your preventive care.

Speaker speaker_2: Okay. I appreciate that.

Speaker speaker_1: All right. Um, is there anything else I could do for you, sir?

Speaker speaker_2: Uh, no, ma'am, that's all I needed to know.

Speaker speaker_1: All right, thank you for calling Benefits in a Card. Have a wonderful rest of the day, sir.

Speaker speaker_2: All right, you too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.