

Transcript: Pamela

Blanc-6551625773400064-6140981936963584

Full Transcript

Thank you for calling Benefits and a Card. This is , how may I help you? Hi, uh, my name is Kesava. I'm an employee for Oxford. So coming to my employer, employee ID. So, uh, let me know when you are ready. I, I don't... I am not an employer ID. I need the last four digits of your Social. 04520. Excuse me? 4520. 4520. And your first and last name, sir? Kesava. K-E-S-A-V-A. Kesava. N-I-D-A- Is it the last four? Ah, yes, ma'am. Yes. Yes. Yes. 4502? 45- Last four? 4520. 4520. 20. All right. Kesava. You- Kesava. Yeah. K-E-S-A... Yeah, yeah. That's me. That's me. Can you please verify your complete address and date of birth, sir? Uh, date of birth, April 5th, 1994. So the, there are two addresses on the file. One is mailing and one is permanent. So the mailing address is 3058. Uh, the permanent address is 3058 Lititz Court South, Concord, North Carolina 28027. And the other address is 3702, mailing address, 3702 Coventry Lane, East Greenbush, New York 12063. We have the 3058. Yeah, yeah, yeah. That's my, that, that's where my permanent home but I work in, uh, New York. Yeah. The reason why I'm calling you is, um, I have enrolled into, um, insurance, but I'm trying to get my insurance card and insurance company details, but I couldn't able to pull them. Uh, I don't know why, what's the reason. You want... You need your ID card for your medical benefits. Uh, yes, yes. So the card is- I don't know. I mean, uh, actually, the thing is, I am not sure, uh, I was registered with... I mean, who is my insurance? With like, what, what company is my insurance? Okay, so let's start by no- letting you know that the ID card went to the address that we have on file. And then- Oh, it went to North Carolina? Yes. And the, um, the plan that you are enrolled is the Stay Healthy Plan for you and your spouse. Yeah. The... Yeah, yeah, yeah. My employer and spouse. Yes. Yes. Yes. Excuse me? Go ahead. Go ahead, ma'am. Go ahead. Go ahead. And- Go ahead. Go ahead. Yeah. ... the plan is to Stay Healthy, the insurance name is a 90 Degrees. So the insurance company, the insurance company is 90 Degrees Health Plan. 90 Degree Benefit Plan. 90 Degrees, that's the name of the company. I mean, sorry, the insurance. I am trying to register with 90... Actually, uh, this 90 Degree Benefit was not there, uh, in, in New York. Uh, so let me give you one more clarity. I was working in New York. I was staying in New York, but my permanent address is North Carolina. So this 90 Degree Benefit was available in North Carolina, but this 90 Degree Benefit was not there in New York. So I need help- You said in New York? Yeah, yeah. I need help, help in getting, uh, my insurance in New York State for now, so- So what you need is your ID card. And you could use it- Uh. ... where you're working at. Can you repeat that? Huh? Can you, can you repeat, ma'am? Can you repeat? So you're working in New York? I work in New York, yes. Okay. But your mailing address or your permanent address is North Carolina? Yes. Yes. Yes. Yes. You could use your benefits in New York. Um, makes sense. Okay, so now I have to enroll with 90 Degree Benefit in North Carolina state, and I can use that in New York. Is that what you're saying? You're already enrolled. You're already enrolled. What you need is- Uh-

... wherever you're working, you could go and use your benefits. What I could do is send you your ID card to the email if you would like to. Can you please do that, ma'am? Yeah. All right. Bear with me while pull out the information, please. Uh, my email ID is, uh, mq... M for- Can you, can you hold on while look up for the information? Sure, sure, sure, sure, sure. Yeah. Thank you. Mm-hmm. Hello? Sir? Yeah. Yes, ma'am. Yes, ma'am. Thank you for holding. So we have the email mke- Q. ... q. Yeah. Dash, your first name. Yeah. Well, not your first name. It's T-e-s-t- T-e-s-t-o-r-e. Yeah. ... t-e-s-t-o-r-e@gmail. Yes, ma'am. Yes, ma'am. That's my email. Yes. Yes. Yes. So I'm sending you the ID card as well with the instructions involved to register for your prescription plan. Mm-hmm. Mm-hmm. Mm-hmm. Check your spam and junk mail. It might go there. Yeah, yeah. I got it. I got it. I got it. I understand. Thanks for contacting me. Okay. Is there anything else I can do for you, sir? Uh... So my company... I mean, uh, I can see there is E-L-I-X-I-R, Elixi. What is that one? So I see there's a number. That's, um, that's for the prescription. Oh, that's for the prescription for the pharmacy. There is a phone number and a website called MultiPlan. That's where you'll find these providers. So I have to call to the MultiPlan... Uh, www.multiplan.com, right? To find the provider's telephone number. Oh, yeah, yeah, yeah. Provider, provider, call 90 minutes. It's okay. I got it. I got it. Anything else I could do for you, sir? Um, for now, that's it. Thank you so much. Really appreciate you. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Yeah. Thank you so much, ma'am. Yeah.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is , how may I help you?

Speaker speaker_1: Hi, uh, my name is Kesava. I'm an employee for Oxford. So coming to my employer, employee ID. So, uh, let me know when you are ready.

Speaker speaker_0: I, I don't... I am not an employer ID. I need the last four digits of your Social.

Speaker speaker_1: 04520.

Speaker speaker_0: Excuse me?

Speaker speaker_1: 4520. 4520.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Kesava. K-E-S-A-V-A. Kesava. N-I-D-A-

Speaker speaker_0: Is it the last four?

Speaker speaker_1: Ah, yes, ma'am. Yes. Yes. Yes.

Speaker speaker_0: 4502?

Speaker speaker_1: 45-

Speaker speaker_0: Last four?

Speaker speaker_1: 4520. 4520. 20.

Speaker speaker_0: All right. Kesava. You-

Speaker speaker_1: Kesava. Yeah. K-E-S-A... Yeah, yeah. That's me. That's me.

Speaker speaker_0: Can you please verify your complete address and date of birth, sir?

Speaker speaker_1: Uh, date of birth, April 5th, 1994. So the, there are two addresses on the file. One is mailing and one is permanent. So the mailing address is 3058. Uh, the permanent address is 3058 Lititz Court South, Concord, North Carolina 28027. And the other address is 3702, mailing address, 3702 Coventry Lane, East Greenbush, New York 12063.

Speaker speaker_0: We have the 3058.

Speaker speaker_1: Yeah, yeah, yeah. That's my, that, that's where my permanent home but I work in, uh, New York. Yeah. The reason why I'm calling you is, um, I have enrolled into, um, insurance, but I'm trying to get my insurance card and insurance company details, but I couldn't able to pull them. Uh, I don't know why, what's the reason.

Speaker speaker_0: You want... You need your ID card for your medical benefits.

Speaker speaker_1: Uh, yes, yes.

Speaker speaker_0: So the card is-

Speaker speaker_1: I don't know. I mean, uh, actually, the thing is, I am not sure, uh, I was registered with... I mean, who is my insurance? With like, what, what company is my insurance?

Speaker speaker_0: Okay, so let's start by no- letting you know that the ID card went to the address that we have on file. And then-

Speaker speaker_1: Oh, it went to North Carolina?

Speaker speaker_0: Yes. And the, um, the plan that you are enrolled is the Stay Healthy Plan for you and your spouse.

Speaker speaker_1: Yeah. The... Yeah, yeah, yeah. My employer and spouse. Yes. Yes. Yes.

Speaker speaker_0: Excuse me?

Speaker speaker_1: Go ahead. Go ahead, ma'am. Go ahead. Go ahead.

Speaker speaker_0: And-

Speaker speaker_1: Go ahead. Go ahead. Yeah.

Speaker speaker_0: ... the plan is to Stay Healthy, the insurance name is a 90 Degrees.

Speaker speaker_1: So the insurance company, the insurance company is 90 Degrees Health Plan. 90 Degree Benefit Plan.

Speaker speaker_0: 90 Degrees, that's the name of the company. I mean, sorry, the insurance.

Speaker speaker_1: I am trying to register with 90... Actually, uh, this 90 Degree Benefit was not there, uh, in, in New York. Uh, so let me give you one more clarity. I was working in New York. I was staying in New York, but my permanent address is North Carolina. So this 90 Degree Benefit was available in North Carolina, but this 90 Degree Benefit was not there in New York. So I need help-

Speaker speaker_0: You said in New York?

Speaker speaker_1: Yeah, yeah. I need help, help in getting, uh, my insurance in New York State for now, so-

Speaker speaker_0: So what you need is your ID card. And you could use it-

Speaker speaker_1: Uh.

Speaker speaker_0: ... where you're working at.

Speaker speaker_1: Can you repeat that?

Speaker speaker_0: Huh?

Speaker speaker_1: Can you, can you repeat, ma'am? Can you repeat?

Speaker speaker_0: So you're working in New York?

Speaker speaker_1: I work in New York, yes.

Speaker speaker_0: Okay. But your mailing address or your permanent address is North Carolina?

Speaker speaker_1: Yes. Yes. Yes. Yes.

Speaker speaker_0: You could use your benefits in New York.

Speaker speaker_1: Um, makes sense. Okay, so now I have to enroll with 90 Degree Benefit in North Carolina state, and I can use that in New York. Is that what you're saying?

Speaker speaker_0: You're already enrolled. You're already enrolled. What you need is-

Speaker speaker_1: Uh-

Speaker speaker_0: ... wherever you're working, you could go and use your benefits. What I could do is send you your ID card to the email if you would like to.

Speaker speaker_1: Can you please do that, ma'am? Yeah.

Speaker speaker_0: All right. Bear with me while pull out the information, please.

Speaker speaker_1: Uh, my email ID is, uh, mq... M for-

Speaker speaker_0: Can you, can you hold on while look up for the information?

Speaker speaker_1: Sure, sure, sure, sure, sure. Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm. Hello?

Speaker speaker_0: Sir?

Speaker speaker_1: Yeah. Yes, ma'am. Yes, ma'am.

Speaker speaker_0: Thank you for holding. So we have the email mke-

Speaker speaker_1: Q.

Speaker speaker_0: ... q.

Speaker speaker_1: Yeah.

Speaker speaker_0: Dash, your first name.

Speaker speaker_1: Yeah.

Speaker speaker_0: Well, not your first name. It's T-e-s-t-

Speaker speaker_1: T-e-s-t-o-r-e. Yeah.

Speaker speaker_0: ... t-e-s-t-o-r-e@gmail.

Speaker speaker_1: Yes, ma'am. Yes, ma'am. That's my email. Yes. Yes. Yes.

Speaker speaker_0: So I'm sending you the ID card as well with the instructions involved to register for your prescription plan.

Speaker speaker_1: Mm-hmm. Mm-hmm. Mm-hmm.

Speaker speaker_0: Check your spam and junk mail. It might go there.

Speaker speaker_1: Yeah, yeah. I got it. I got it. I got it. I understand. Thanks for contacting me.

Speaker speaker_0: Okay. Is there anything else I can do for you, sir?

Speaker speaker_1: Uh... So my company... I mean, uh, I can see there is E-L-I-X-I-R, Elixi. What is that one? So I see there's a number.

Speaker speaker_0: That's, um, that's for the prescription.

Speaker speaker_1: Oh, that's for the prescription for the pharmacy.

Speaker speaker_0: There is a phone number and a website called MultiPlan. That's where you'll find these providers.

Speaker speaker_1: So I have to call to the MultiPlan... Uh, www.multiplan.com, right?

Speaker speaker_0: To find the provider's telephone number.

Speaker speaker_1: Oh, yeah, yeah, yeah. Provider, provider, call 90 minutes. It's okay. I got it. I got it.

Speaker speaker_0: Anything else I could do for you, sir?

Speaker speaker_1: Um, for now, that's it. Thank you so much. Really appreciate you.

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

Speaker speaker_1: Yeah. Thank you so much, ma'am. Yeah.