

Transcript: Pamela

Blanc-6617599942901760-5162621722214400

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey, how you doing today, ma'am? Good, and you, sir? I'm doing good. Um, I'm with a staffing agency that I believe uses Benefits as a, in a card. Um, I don't know. I pay for insurance, but... So I'm just wondering how to use my insurance, um. I'm, I'm reading the pamphlet here, but I think I need to, um, do virtual primary care because I'm having like symptoms of vomiting and diarrhea. There's too much information, I'm so sorry. Um- That's okay. But I'm gonna need, um, the last four digits of social so I can pull up your file. Okay. Uh, 5783. 5783. And who you work for? Uh, Wagner Staffing. Your first and last name, sir? Uh, Timothy Barrett. Mr. Barrett, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Absolutely. Address is 3557 Green Pine Way. Date of birth is October 6th, 1996. Thank you for the information. Do you have a tel- uh, what's the telephone number on file in case we need to contact you? Would you like to provide one? Absolutely. It's 954-268-8647. Okay. So, I see that you have the benefits for the preventive care. The way this plan works is that, um, you have to use a participating provider. It's only for preventive care, as said, um, in order for the procedures to be covered 100%. So I'm not sure if, if there's some symptoms that you have or if it's gonna be covered under the plan. And besides that, your benefits are not active. Did you work the last week or the week before? Yes, ma'am. Yes, ma'am. 'Cause today we have not received yet your, the premium from you or from your employer. Yes, ma'am. I, I worked last week. Okay. So do you, do you know any reason why we wouldn't receive the premium? No, ma'am. But I can call them. Okay, if you wanna do that, and before you use the benefits, you can make the direct payment yourself, if you would like to. But you could go ahead and call them. Maybe it's because the time and it's Monday. We usually receive the information over the weekend. Um, you could go ahead and talk to them. Okay. I'll cover it right back. Um, am I, am I able to take this insurance to like a primary care or an urgent care, like, or like a walk-in clinic like CVS? I've, like I said, I could... You have your ID card with you? Yes, ma'am. Okay, so you, if you want, I could transfer you to the actual carrier because we're not, we are not a carrier. We're the administrator for the health insurance for Wagner. So, as far as I know, this, this is only for preventive care, that plan that you have. I could transfer you to them and they will be able to tell you if you could use it at those places. Okay. Yes, ma'am. Bear with me.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, how you doing today, ma'am?

Speaker speaker_0: Good, and you, sir?

Speaker speaker_1: I'm doing good. Um, I'm with a staffing agency that I believe uses Benefits as a, in a card. Um, I don't know. I pay for insurance, but... So I'm just wondering how to use my insurance, um. I'm, I'm reading the pamphlet here, but I think I need to, um, do virtual primary care because I'm having like symptoms of vomiting and diarrhea. There's too much information, I'm so sorry. Um-

Speaker speaker_0: That's okay. But I'm gonna need, um, the last four digits of social so I can pull up your file.

Speaker speaker_1: Okay. Uh, 5783.

Speaker speaker_0: 5783. And who you work for?

Speaker speaker_1: Uh, Wagner Staffing.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Uh, Timothy Barrett.

Speaker speaker_0: Mr. Barrett, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Absolutely. Address is 3557 Green Pine Way. Date of birth is October 6th, 1996.

Speaker speaker_0: Thank you for the information. Do you have a tel- uh, what's the telephone number on file in case we need to contact you? Would you like to provide one?

Speaker speaker_1: Absolutely. It's 954-268-8647.

Speaker speaker_0: Okay. So, I see that you have the benefits for the preventive care. The way this plan works is that, um, you have to use a participating provider. It's only for preventive care, as said, um, in order for the procedures to be covered 100%. So I'm not sure if, if there's some symptoms that you have or if it's gonna be covered under the plan. And besides that, your benefits are not active. Did you work the last week or the week before?

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

Speaker speaker_0: 'Cause today we have not received yet your, the premium from you or from your employer.

Speaker speaker_1: Yes, ma'am. I, I worked last week.

Speaker speaker_0: Okay. So do you, do you know any reason why we wouldn't receive the premium?

Speaker speaker_1: No, ma'am. But I can call them.

Speaker speaker_0: Okay, if you wanna do that, and before you use the benefits, you can make the direct payment yourself, if you would like to. But you could go ahead and call them. Maybe it's because the time and it's Monday. We usually receive the information over the weekend. Um, you could go ahead and talk to them.

Speaker speaker_1: Okay. I'll cover it right back. Um, am I, am I able to take this insurance to like a primary care or an urgent care, like, or like a walk-in clinic like CVS?

Speaker speaker_0: I've, like I said, I could... You have your ID card with you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so you, if you want, I could transfer you to the actual carrier because we're not, we are not a carrier. We're the administrator for the health insurance for Wagner. So, as far as I know, this, this is only for preventive care, that plan that you have. I could transfer you to them and they will be able to tell you if you could use it at those places.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Bear with me.