

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. Who's this speaking with? Lucretia Cox. And how can I assist you? So, I just talked to somebody about the, uh, My Benefits Card. I haven't received information over any of that, um, aside from just now getting an email with the insurance card. Um, I don't really know how to use it, but I'm trying to, uh, get a provider added to it so I can go to the, like a doctor or urgent care or something. Okay. So you're, you're looking to change your coverage or you need to find a provider in your area? Um, I don't know. I, uh, I just need a provider on there 'cause I tried to use the website and it would not give me any way to add a provider to the card. Okay. Um, so with that, so do you... How does this? Um, add a... Okay, so with, with the website it'll show you the providers in the area that accept it that are in network. Um, but if the office that you go to doesn't come up on that list or it isn't, um, if they don't say it on the automated system when you call to find a provider number, then you wouldn't be able to go to that provider. You'd have to go to one that is in network, which the website is what shows you which ones are. Okay. That's not what I'm saying. I can see the providers. It's just I can't add anything to my... Like, I can't add a provider to my card. So, I don't know. All I know is I need to go to the, to a doctor or something. Um, I've been having a lot of chest pains and coughing a lot, so I'm just trying to get this squared away so I can go get seen. Okay. What's the name of the staffing agency you work for? American Staffing. And the last four digits of your social? 5550. And if you can confirm your address and date of birth. Address is 6252 South 4310 Road Big Cabin, Oklahoma 74332. And then date of birth is August 3rd, 1998. All righty. And I have your phone number as 918-819-1934. Yes. Okay. So the plan you're in is a preventive health plan, so you don't have to- Mm-hmm. ... I mean, um, you don't have to add a provider to that card. You would just find a provider that, that is in network and then present your card when you go. Um, but this card is only for preventive health, so your annual physical, some STD screenings, some cancer screenings. You can't go to the... It won't cover you to go to the doctor or ER. So it's useless. Got it. Okay. Did you have any other questions or anything else I can assist you with today? No, that's fine. All righty. Thank you so much for calling. You have a great day.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. Who's this speaking with?

Speaker speaker_2: Lucretia Cox.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: So, I just talked to somebody about the, uh, My Benefits Card. I haven't received information over any of that, um, aside from just now getting an email with the insurance card. Um, I don't really know how to use it, but I'm trying to, uh, get a provider added to it so I can go to the, like a doctor or urgent care or something.

Speaker speaker_1: Okay. So you're, you're looking to change your coverage or you need to find a provider in your area?

Speaker speaker_2: Um, I don't know. I, uh, I just need a provider on there 'cause I tried to use the website and it would not give me any way to add a provider to the card.

Speaker speaker_1: Okay. Um, so with that, so do you... How does this? Um, add a... Okay, so with, with the website it'll show you the providers in the area that accept it that are in network. Um, but if the office that you go to doesn't come up on that list or it isn't, um, if they don't say it on the automated system when you call to find a provider number, then you wouldn't be able to go to that provider. You'd have to go to one that is in network, which the website is what shows you which ones are.

Speaker speaker_2: Okay. That's not what I'm saying. I can see the providers. It's just I can't add anything to my... Like, I can't add a provider to my card. So, I don't know. All I know is I need to go to the, to a doctor or something. Um, I've been having a lot of chest pains and coughing a lot, so I'm just trying to get this squared away so I can go get seen.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: American Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 5550.

Speaker speaker_1: And if you can confirm your address and date of birth.

Speaker speaker_2: Address is 6252 South 4310 Road Big Cabin, Oklahoma 74332. And then date of birth is August 3rd, 1998.

Speaker speaker_1: All righty. And I have your phone number as 918-819-1934.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So the plan you're in is a preventive health plan, so you don't have to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I mean, um, you don't have to add a provider to that card. You would just find a provider that, that is in network and then present your card when you go. Um, but this card is only for preventive health, so your annual physical, some STD screenings, some

cancer screenings. You can't go to the... It won't cover you to go to the doctor or ER.

Speaker speaker_2: So it's useless. Got it. Okay.

Speaker speaker_1: Did you have any other questions or anything else I can assist you with today?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.