

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Dental in a Card. My name is Pearl Hudolm. Who am I speaking with? Oh, my name is Middleton Williams. How are you doing? I'm good, and yourself? No, what I was calling to ask, the card that I was... I received in the mail, does that say... I'm gonna use the same card when I do, um, my doctor's visits and when I go to the dentist. You should have two separate cards, one that says, um, dental and then your medical would be in your email. Unless you requested a physical or say limited benefits on it. Uh, let me see. I only received one. So what does it say on it? Let me see. It says... It says MAU Medical. Multiplan. I think that's your preventative health card. Let me take a look. What is in... You looked for MAU? What does it ask for digits of your Social? 10, 14. Okay. And you said, uh, William. And if you can verify your address and date of birth for me? Uh, address is 67 Birdsong Ranch, Helen, South Carolina. Date of birth is August 19th, 1990. Okay. Now your phone number is 864-359-9973? Yes, ma'am. I have your email address as williamsmiddleton175@gmail.com? Yes, ma'am. All righty. So you have... So you should have four cards. You should have your dental card that says American Public Life, um, and then it says dental. And then you should have your vision that says MetLife. And then you should have a preventative health that says, um, 90-degree benefits. Uh, what does that card say? It says 90-degree benefits. Give me one second. Hmm. Let's see. You'll have one card that says, um, what? It'll say the name of your staff need to see. Yeah, the Multiplan, the one that says Multiplan and then the name of your staff who you need to see, and then it has L. Dickson on it. That's your preventative health card. Your medical would've went to your email. That's gonna say American Public Life as well, but it'll say Limited Benefit Plan on it. Okay. It went to my email? Mm-hmm. Let me see. Hold on. And what's gonna be the name? Um, they come- The name ... straight from the insurance carrier, so I'm not sure what exactly it says, but it should say something along the lines of American Public Life. All right. I ain't getting anything under that number. Okay. I can go ahead and take a look to see if there's, um, a virtual copy ready. There should be a virtual c-copy ready if you already received some of them. Um, and I'll send it to your email. It's gonna come from info@benefitsinacard.com. All right. Uh, can you send me the rest of them things, 'cause I didn't get anything for the other ones? This is the only card I received. Okay. So you didn't get your dental revision card either? No, ma'am. I only got this one. I only got the Multiplan card. All righty. I'll go ahead and get them all to be sent to your email. We'll be just a couple moments 'cause I have to download and, um, get them sent to you. But they're gonna come from info@benefitsinacard.com. Okay? All right. So I can just use that when I go for my visit? Yep. You'll just use each card for whatever services you're going to. All right. So this one I got here, I already have the Multiplan. This is for like something like for doctor's visit, right? No, that plan, that card is for your annual physical, your immunizations, some STD screenings, some

cancer screenings, that kind of thing. It won't cover going to the ER or doctor. Oh, okay. Mm-hmm. Yeah. That's the one I used last time I went. They accepted it. You went to see the doctor? Yes, ma'am. So it, it, uh, it depends on what services you go for. You could have went for your annual physical and it would've, um, covered that. Or you could have went for a service that was covered. Um, if you didn't go, if you just went for like a normal checkup, your claim is most likely to be denied because that's only for preventative services. But your coverage is active. So if you do receive a denial letter or, um, a bill, you can go ahead and submit the information with the medical card that I'm gonna send you. And then they'll file with that correct card. Okay. Okay. Do you have any other questions? Um, yeah, could you repeat that last part for me one more time? If I, they send me a bill and I do what? Refile your... Or give them, the number on the, the bill, uh, call and provide them with the information that, that's on your medical card that I'm gonna send you. Um, and then they'll be able to refile and see if anything's covered under that medical card. Okay. Okay. Is there anything else I can assist you with today? No, ma'am. That'd be all. Thank you. Thank you so much for calling. You have a good day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Dental in a Card. My name is Pearl Hudolm. Who am I speaking with?

Speaker speaker_1: Oh, my name is Middleton Williams. How are you doing?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_1: No, what I was calling to ask, the card that I was... I received in the mail, does that say... I'm gonna use the same card when I do, um, my doctor's visits and when I go to the dentist.

Speaker speaker_0: You should have two separate cards, one that says, um, dental and then your medical would be in your email. Unless you requested a physical or say limited benefits on it.

Speaker speaker_1: Uh, let me see. I only received one.

Speaker speaker_0: So what does it say on it?

Speaker speaker_1: Let me see. It says... It says MAU Medical. Multiplan.

Speaker speaker_0: I think that's your preventative health card. Let me take a look. What is in... You looked for MAU? What does it ask for digits of your Social?

Speaker speaker_1: 10, 14.

Speaker speaker_0: Okay. And you said, uh, William. And if you can verify your address and date of birth for me?

Speaker speaker_1: Uh, address is 67 Birdsong Ranch, Helen, South Carolina. Date of birth is August 19th, 1990.

Speaker speaker_0: Okay. Now your phone number is 864-359-9973?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have your email address as williamsmiddleton175@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So you have... So you should have four cards. You should have your dental card that says American Public Life, um, and then it says dental. And then you should have your vision that says MetLife. And then you should have a preventative health that says, um, 90-degree benefits. Uh, what does that card say? It says 90-degree benefits. Give me one second. Hmm. Let's see. You'll have one card that says, um, what? It'll say the name of your staff need to see. Yeah, the Multiplan, the one that says Multiplan and then the name of your staff who you need to see, and then it has L. Dickson on it. That's your preventative health card. Your medical would've went to your email. That's gonna say American Public Life as well, but it'll say Limited Benefit Plan on it.

Speaker speaker_1: Okay. It went to my email?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let me see. Hold on. And what's gonna be the name?

Speaker speaker_0: Um, they come-

Speaker speaker_1: The name

Speaker speaker_2: ... straight from the insurance carrier, so I'm not sure what exactly it says, but it should say something along the lines of American Public Life.

Speaker speaker_1: All right. I ain't getting anything under that number.

Speaker speaker_0: Okay. I can go ahead and take a look to see if there's, um, a virtual copy ready. There should be a virtual c-copy ready if you already received some of them. Um, and I'll send it to your email. It's gonna come from info@benefitsinacard.com.

Speaker speaker_1: All right. Uh, can you send me the rest of them things, 'cause I didn't get anything for the other ones? This is the only card I received.

Speaker speaker_0: Okay. So you didn't get your dental revision card either?

Speaker speaker_1: No, ma'am. I only got this one. I only got the Multiplan card.

Speaker speaker_0: All righty. I'll go ahead and get them all to be sent to your email. We'll be just a couple moments 'cause I have to download and, um, get them sent to you. But they're gonna come from info@benefitsinacard.com. Okay?

Speaker speaker_1: All right. So I can just use that when I go for my visit?

Speaker speaker_0: Yep. You'll just use each card for whatever services you're going to.

Speaker speaker_1: All right. So this one I got here, I already have the Multiplan. This is for like something like for doctor's visit, right?

Speaker speaker_0: No, that plan, that card is for your annual physical, your immunizations, some STD screenings, some cancer screenings, that kind of thing. It won't cover going to the ER or doctor.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. That's the one I used last time I went. They accepted it.

Speaker speaker_0: You went to see the doctor?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So it, it, uh, it depends on what services you go for. You could have went for your annual physical and it would've, um, covered that. Or you could have went for a service that was covered. Um, if you didn't go, if you just went for like a normal checkup, your claim is most likely to be denied because that's only for preventative services. But your coverage is active. So if you do receive a denial letter or, um, a bill, you can go ahead and submit the information with the medical card that I'm gonna send you. And then they'll file with that correct card.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you have any other questions?

Speaker speaker_1: Um, yeah, could you repeat that last part for me one more time? If I, they send me a bill and I do what?

Speaker speaker_0: Refile your... Or give them, the number on the, the bill, uh, call and provide them with the information that, that's on your medical card that I'm gonna send you. Um, and then they'll be able to refile and see if anything's covered under that medical card.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Is there anything else I can assist you with today?

Speaker speaker_1: No, ma'am. That'd be all. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a good day.

Speaker speaker_1: You too.