

Transcript: Priscilla

Torrales-4995092089061376-5436377027493888

Full Transcript

Well, good afternoon. Thank you for calling Benefit Center Card. My name is Priscilla. Who do I have the pleasure of speaking to? Kristy Sharp. Bear with me one second. What staffing agency do you work under and what's the last four digits of your Social Security number? 6725. And what's the staffing agency you work under? Um, I'm an employee for Axle. Okay, bear with me one second. All right, Kristy? Yes? Okay. Can you confirm your address that we have on file and your date of birth, please? PO Box 789 Hampton, Tennessee. Um, three... Wait, I'm not sure on zip code here. 376- Excuse me, I'm sorry. You're fine, you're fine. Um, oh, wait. Um, 37658. And what else, the birth? Yes, ma'am. 09/09/1964. Okay, I have a phone number on file. It's 337-380-1010. Yes, ma'am. And I have an email, cdl82082@yahoo.com. Yes, ma'am. Okay. How can I assist you, Ms. Sharp? I'm trying to find out how much it's gonna cost on my end. I need to have a CT scan. So, I'm trying to find out what's... what's the cost. I mean, what are y'all gonna, um, cover and what I have to cover? Okay, so here I'm seeing on your plan says dental, critical illness, VIP Plus and the MEC tell our ex... There it is. I have the, um, code and everything. Okay, let me look here, see... You say you wanted, um, to see if it covers... It's a CT, the CT... a CT avulon pelvis with contrast. And I do have the, um, CPT code is 74177. Okay, bear with me one second. I'm gonna put you on a brief hold, so I can confirm that for you. Okay. All right, Ms. Sharp, are you still there? Yes, ma'am. Okay. So-Hi. ... here, if you wanna, um, know more of your coverages here, I'm gonna transfer you to APL and I'll let you know what other, uh, everything that it covers for you. Okay, thank you. All right. You're very welcome. Bear with me one second so I can transfer your call. There it is. If you don't mind, I'm going to go ahead and give you... So I'm gonna give you the APL's number. Okay. So you could take it down, so if the call ever fails, you'll have it here. But I'll go ahead and give you that number. It is 800-256- Huh? 2-5-6? 8-6. 8-6? No. 6. Okay, 8606? Yes, ma'am. Okay. All right. Uh, bear with me. I'm gonna go ahead and transfer that call.

Conversation Format

Speaker speaker_0: Well, good afternoon. Thank you for calling Benefit Center Card. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Kristy Sharp.

Speaker speaker_0: Bear with me one second. What staffing agency do you work under and what's the last four digits of your Social Security number?

Speaker speaker_1: 6725.

Speaker speaker_0: And what's the staffing agency you work under?

Speaker speaker_1: Um, I'm an employee for Axle.

Speaker speaker_0: Okay, bear with me one second. All right, Kristy?

Speaker speaker_1: Yes?

Speaker speaker_0: Okay. Can you confirm your address that we have on file and your date of birth, please?

Speaker speaker_1: PO Box 789 Hampton, Tennessee. Um, three... Wait, I'm not sure on zip code here. 376- Excuse me, I'm sorry.

Speaker speaker_0: You're fine, you're fine.

Speaker speaker_1: Um, oh, wait. Um, 37658. And what else, the birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 09/09/1964.

Speaker speaker_0: Okay, I have a phone number on file. It's 337-380-1010.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have an email, cdl82082@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. How can I assist you, Ms. Sharp?

Speaker speaker_1: I'm trying to find out how much it's gonna cost on my end. I need to have a CT scan. So, I'm trying to find out what's... what's the cost. I mean, what are y'all gonna, um, cover and what I have to cover?

Speaker speaker_0: Okay, so here I'm seeing on your plan says dental, critical illness, VIP Plus and the MEC tell our ex... There it is.

Speaker speaker_1: I have the, um, code and everything.

Speaker speaker_0: Okay, let me look here, see... You say you wanted, um, to see if it covers...

Speaker speaker_1: It's a CT, the CT... a CT avulon pelvis with contrast. And I do have the, um, CPT code is 74177.

Speaker speaker_0: Okay, bear with me one second. I'm gonna put you on a brief hold, so I can confirm that for you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, Ms. Sharp, are you still there?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Hi.

Speaker speaker_0: ... here, if you wanna, um, know more of your coverages here, I'm gonna transfer you to APL and I'll let you know what other, uh, everything that it covers for you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right. You're very welcome. Bear with me one second so I can transfer your call.

Speaker speaker_1: There it is.

Speaker speaker_0: If you don't mind, I'm going to go ahead and give you... So I'm gonna give you the APL's number.

Speaker speaker_1: Okay.

Speaker speaker_0: So you could take it down, so if the call ever fails, you'll have it here. But I'll go ahead and give you that number. It is 800-256-

Speaker speaker_2: Huh?

Speaker speaker_1: 2-5-6?

Speaker speaker_0: 8-6.

Speaker speaker_1: 8-6?

Speaker speaker_0: No. 6.

Speaker speaker_1: Okay, 8606?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Uh, bear with me. I'm gonna go ahead and transfer that call.