

Transcript: Priscilla

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Priscilla. Who do I have the pleasure of speaking to? Um, my name is Joanna Smith. Um, I currently work for MAU and they recently sent me an email about Benefits in a Card. And, um, uh, something about like the vision insurance, is that VSP? I just wanted to know who I could like, you know, places I could go to get like an eye exam and stuff. Okay. Ms. Smith, can, um... May I have the name of your employer once again and your last four digits of your Social Security number so I can locate your file, please? Yeah. Okay. It's MAU, um, and, um, is my employer. I'm working for Dunlop, you know, Sporting Goods in Greer, South Carolina in that temp service. My last four Social is 9428. 9428? All right. Uh-huh. Um, thank you, Ms. Smith. Okay, for security purposes... Okay. ... so I can ensure I'm in the correct file, can you please verify your full address and date of birth for me? Uh, I'm at 201 Elise, E-I-I-s-e, Drive, Greer, South Carolina, 29650. My phone number, did you need my phone number? No ma'am, your date of birth. Your date of birth. Uh, 7/22/1966. All right. Thank you, Ms. Smith. If, um... We have a phone number here on file. Is this still valid? It's 256-5781. Yes, that's the correct number. Okay. And I have an email here on file. It's called... It's bensonjo_anana@yahoo.com. Yes. Okay. Thank you for that information. So, how can I assist you today? Um, first of all, I wanted to know about the vision and, you know, I guess they said, um... I got this email about MultiPlan. Um, is that MultiPlan Limited, and what does Limited pertain to? Is like, um, I can only... Is it where I can only go see the doctor a certain amount of time in a year or what? What is that, um, Limited plan? So do you want to..... Okay. So, okay, sorry about that. We have a couple of technical difficulties right now with the, uh, the calls. Um, can you repeat, uh, what you said about your wanting to know about your MultiPlan? Is that what you wanted, if I'm not mistaken? Yeah. You said. Uh, MultiPlan, um, I think I'm on the Limited. I wanted to know if, you know, um, how many times during the year I could go see the doctor. Is it like a limited amount of time? And, um, if my doctor's in the network, because I guess I can't go out of network with that plan, right? Okay, so right now the... Okay. Can I answer the phone? Okay. Bear with me one second, so I can go ahead and check here, if you don't mind. Okay. Four visits per year? Who is that? Okay, so I have... I'm seeing here, MC Enhance has four visits a year. How many? Four visits a year. MC Enhance has four visits a year. Okay. All right. So we have four, four for urgent care, four visits for primary care, and then four for special. Okay, so I guess- Yeah. ... if I needed to see a doctor more than that, um, it would be out of pocket for me then? Yes, ma'am. They won't do any more than the four visits per year. Y- yeah, I was wondering if they had a different plan, but I don't know. Guess when I signed up I really didn't think about all that. But okay, um, with the vision, um, do you know what, um, providers I can like, you know, um, go and see that would be in the network? If you can just bear with me one minute, so I can get that information to you. Uh-huh. Yep. Okay. Okay. It says here, we just

have a large network of ophthalmologists and we have the op- the optometrists and opticians. Optika. Costco Optical, Walmart, Sam's Club and Visionworks. So, Vision Works? Mm-hmm. Yes, ma'am. Who else did you say? Walmart and, um- Walmart, we have Costco Optical, Walmart, Sam's Club and Vision Works. Okay. Mm-hmm. Well, Vision Works is close to me. Um, what is the, like, uh, deductibles or the co-pays? Like, I have to pay much? For the vision here your co-pay for your eye exam will be \$10. Okay. We have co-pay for lenses and frames, \$25, co-pay for contact lens fitting, none, and the frames alone is \$130. Okay. All right. Well, thank you for your information. You're very welcome. Anything else I can help you with, Mrs. Smith? No, I just wanted to know, like, with the, what was the limited and stuff like that. Um, if, um... I wanted to change plans, um, would I be able to? 30 days from her first paycheck is the limit. Okay, after 30 days after your... Yep. After the first 30 days after your paycheck, you do not unless you have company opening enrollment. Yes, ma'am. Okay, I'll just have to deal with it if I have to see the doctor, you know, if I become- Yes. ... sick with something I'd just have to pay out of pocket if it goes over the limit. Yes, ma'am, fortunately. Mm-hmm. Yeah, that, that's sort of, I don't know but anyways, okay, thank you. Thank you so much, Mrs., have a wonderful day and thank you for calling Benefits in the Car. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Um, my name is Joanna Smith. Um, I currently work for MAU and they recently sent me an email about Benefits in a Card. And, um, uh, something about like the vision insurance, is that VSP? I just wanted to know who I could like, you know, places I could go to get like an eye exam and stuff.

Speaker speaker_0: Okay. Ms. Smith, can, um... May I have the name of your employer once again and your last four digits of your Social Security number so I can locate your file, please?

Speaker speaker_1: Yeah. Okay. It's MAU, um, and, um, is my employer. I'm working for Dunlop, you know, Sporting Goods in Greer, South Carolina in that temp service. My last four Social is 9428.

Speaker speaker_0: 9428? All right. Uh-huh. Um, thank you, Ms. Smith. Okay, for security purposes...

Speaker speaker_2: Okay.

Speaker speaker_0: ... so I can ensure I'm in the correct file, can you please verify your full address and date of birth for me?

Speaker speaker_1: Uh, I'm at 201 Elise, E-l-i-s-e, Drive, Greer, South Carolina, 29650. My phone number, did you need my phone number?

Speaker speaker_0: No ma'am, your date of birth. Your date of birth.

Speaker speaker_1: Uh, 7/22/1966.

Speaker speaker_0: All right. Thank you, Ms. Smith. If, um... We have a phone number here on file. Is this still valid? It's 256-5781.

Speaker speaker_1: Yes, that's the correct number.

Speaker speaker_0: Okay. And I have an email here on file. It's called... It's bensonjo_anana@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you for that information. So, how can I assist you today?

Speaker speaker_1: Um, first of all, I wanted to know about the vision and, you know, I guess they said, um... I got this email about MultiPlan. Um, is that MultiPlan Limited, and what does Limited pertain to? Is like, um, I can only... Is it where I can only go see the doctor a certain amount of time in a year or what? What is that, um, Limited plan? So do you want to.....

Speaker speaker_0: Okay. So, okay, sorry about that. We have a couple of technical difficulties right now with the, uh, the calls. Um, can you repeat, uh, what you said about your wanting to know about your MultiPlan? Is that what you wanted, if I'm not mistaken?

Speaker speaker_1: Yeah.

Speaker speaker_0: You said.

Speaker speaker_1: Uh, MultiPlan, um, I think I'm on the Limited. I wanted to know if, you know, um, how many times during the year I could go see the doctor. Is it like a limited amount of time? And, um, if my doctor's in the network, because I guess I can't go out of network with that plan, right?

Speaker speaker_0: Okay, so right now the... Okay.

Speaker speaker_2: Can I answer the phone?

Speaker speaker_0: Okay. Bear with me one second, so I can go ahead and check here, if you don't mind.

Speaker speaker_1: Okay.

Speaker speaker_2: Four visits per year? Who is that?

Speaker speaker_0: Okay, so I have... I'm seeing here, MC Enhance has four visits a year.

Speaker speaker_1: How many?

Speaker speaker_0: Four visits a year. MC Enhance has four visits a year.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So we have four, four for urgent care, four visits for primary care, and then four for special.

Speaker speaker_1: Okay, so I guess-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... if I needed to see a doctor more than that, um, it would be out of pocket for me then?

Speaker speaker_0: Yes, ma'am. They won't do any more than the four visits per year.

Speaker speaker_1: Y- yeah, I was wondering if they had a different plan, but I don't know. Guess when I signed up I really didn't think about all that. But okay, um, with the vision, um, do you know what, um, providers I can like, you know, um, go and see that would be in the network?

Speaker speaker_0: If you can just bear with me one minute, so I can get that information to you. Uh-huh. Yep. Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: It says here, we just have a large network of ophthalmologists and we have the op- the optometrists and opticians.

Speaker speaker_2: Optika.

Speaker speaker_0: Costco Optical, Walmart, Sam's Club and Visionworks.

Speaker speaker_1: So, Vision Works?

Speaker speaker_0: Mm-hmm. Yes, ma'am.

Speaker speaker_1: Who else did you say? Walmart and, um-

Speaker speaker_0: Walmart, we have Costco Optical, Walmart, Sam's Club and Vision Works.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, Vision Works is close to me. Um, what is the, like, uh, deductibles or the co-pays? Like, I have to pay much?

Speaker speaker_0: For the vision here your co-pay for your eye exam will be \$10.

Speaker speaker_1: Okay.

Speaker speaker_0: We have co-pay for lenses and frames, \$25, co-pay for contact lens fitting, none, and the frames alone is \$130.

Speaker speaker_1: Okay. All right. Well, thank you for your information.

Speaker speaker_0: You're very welcome. Anything else I can help you with, Mrs. Smith?

Speaker speaker_1: No, I just wanted to know, like, with the, what was the limited and stuff like that. Um, if, um... I wanted to change plans, um, would I be able to?

Speaker speaker_3: 30 days from her first paycheck is the limit.

Speaker speaker_0: Okay, after 30 days after your... Yep. After the first 30 days after your paycheck, you do not unless you have company opening enrollment. Yes, ma'am.

Speaker speaker_1: Okay, I'll just have to deal with it if I have to see the doctor, you know, if I become-

Speaker speaker_0: Yes.

Speaker speaker_1: ... sick with something I'd just have to pay out of pocket if it goes over the limit.

Speaker speaker_0: Yes, ma'am, fortunately. Mm-hmm.

Speaker speaker_1: Yeah, that, that's sort of, I don't know but anyways, okay, thank you.

Speaker speaker_0: Thank you so much, Mrs., have a wonderful day and thank you for calling Benefits in the Car.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_0: Bye-bye.