

Transcript: Sara

Marulanda-4553729438302208-4620994833727488

Full Transcript

Thanks for calling Benefits Connect. Uh, my name is Sarah. May I have your name, please? Hi. Um, my name is Taylor Sparks. I'm sorry? My name is Taylor Sparks. Hello, Mrs. Sparks. How may I help you? Um, I'm trying to find what kind of, well, what doctor can I, um, go to using this provider? Okay, let me check your account. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Um, MAU, and my last four is 3077. Thank you very much, my, Ms. uh, Tay-lor Sparks, and just for security purposes, can you please verify your address and date of birth? 29461, 210 Oak Grove Avenue, and 121101. Thank you very much. And is your email, passionsparks@gmail.com? Yes, ma'am. And phone number 843-754-9053? Yes, ma'am. Thank you very much. Ma'am, have you received your ID card? I will see it, really. Yeah. Okay. Um, let me put you on hold for a minute. Okay. I'm gonna look for that because the information in- is on the ID cards, okay? Yes, ma'am. I'll be right back with you. Please don't disconnect the call, ma'am. Thank you. Hello, Mrs. Sparks? Yes, ma'am. Thank you for waiting, ma'am. Okay. Can you check your email and see if you have received something from info@benefitsinacard? Uh, what... Uh, an email? Yes, ma'am? Yes, ma'am. Okay, perfect. So there is your, uh, two ID cards. On each ID card, there is a phone number where you can call to locate participant providers. The one that states APL, that one will cover hos- hospital indemnity. And the other one, um, the one that says, um, MAU, Med Impact, eh, that one is the preventive care and the, and your, uh, physicians' visits, your specialist visits, and urgent care visits. You said, the one says MAU is for what? That one is for your, eh, preventive care, like a physical examination. Mm-hmm. Eh, vaccinations, eh, pap smear, all which is preventative. Um, and that one will cover as well for your, eh, physician's visitations, like doctor visitations, if you're not feel- not feeling well, specialists, and urgent care visits. Okay. Okay, ma'am. Um, other than that, is there anything else that I can help you with? Um, no, ma'am. All righty, ma'am. So, thank you for calling Benefits In A Card. Wish you two have a wonderful day. Thank you. You're welcome. Hmm, bye-bye.

Conversation Format

Speaker None: Thanks for calling Benefits Connect. Uh, my name is Sarah. May I have your name, please? Hi. Um, my name is Taylor Sparks. I'm sorry? My name is Taylor Sparks. Hello, Mrs. Sparks. How may I help you? Um, I'm trying to find what kind of, well, what doctor can I, um, go to using this provider? Okay, let me check your account. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Um, MAU, and my last four is 3077. Thank you very much, my, Ms. uh, Tay-lor Sparks, and

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