

Transcript: Sara

Marulanda-6197781313273856-6365676886474752

Full Transcript

Thank you for calling Benefits UniCall. My name is Sarah. May I have your name, please? Uh, yes. Cale Day. C-A-L-E D-A-Y. Hello, Mr. Day. How may I help you? Uh, um, so I was just curious if I could get my insurance card number and all that, because I was hoping I could use, I guess, use my insurance to, uh... Yeah. Sure. Um- Or, um, I guess a question. So do I, uh, do you have, uh, can you see what my benefits are or what my plan is from your screen? Sure. Let me check that- Um- ... for you. Uh, may I have first the name of the agency that you are working with and the last four of your Social to locate you on the system? Yes. I'm working with DETC Workforce, and it'd be 7446. Okay. And, uh, just for security purposes, can you please verify your address and date of birth? 331 Beadle Street, Walnut Grove, 56180 and, and 6/13/1997. Email, caledday@gmail.com? Correct. Phone number, 507-526-5769. 626. It'd be 507-626. 626-5769. Yep. Okay, thank you, sir. Uh, you're enrolled on dental, vision, and VIP Standard, um, with virtual primary care. Um, if you want, I can send you the ID card to your email. Uh, yes, that'd be great. Can you also send me a explanation of my current plan? Or do you know... So, um, am I able to see my current primary in person or do I have to call and have that arranged? 'Cause I had had a year of the physical, um, scheduled prior to getting this new insurance. Let me check that for you. Give me just a minute. Yes, you have the option to see it, uh, physically or virtually. All righty. So all right. I just wanted to make sure. Do I... And I can make that appointment or does someone else have to make that for me? Um, well, that depends on the doctor. Well, I, I, I, I had known or I know some of the plans that I have a concierge that will make the appointments for me and that's how the insurance works. So I just didn't know if that's how this plan worked. Y- yes, I think that depends on... I mean, that's through HIPAA, so that depends on the doctor if they allow, uh, somebody else to, um, like, uh, to make appointments for you. Okay. Okay, may I put you on hold, uh, for a minute while I send you the ID cards? Yep. Okay, I'll be right back with you, sir. Thank you. Thank you. You're welcome. I can, I can definitely save my file. I just want to remember how to get here, so thank you. Hello, Mr. Day? Yes, ma'am. Thank you for waiting, sir. Okay. Um, can you check your email whilst we are on the phone? Yes, I'll do that right... um, it looks like I got it. Okay. I am sending you as well the benefit guide. That way you can see what your, uh, coverage is. Just remember, you are enrolled on dental, vision and VIP Standard with a virtual primary care. All righty. Perfect. Okay. Um, other than that, sir, is there anything else that I can help you with? Um, no, that should be it for now. Alrighty, sir. So- Uh, did, did you send the explanation of the benefits separately, or? Yes. I am sending you that in a different, um, different email. All right. I was just... uh, I was just making sure because I was like, "I didn't get it yet." But, um, it's all good and... Okay, I'm working on it right now. I just sent it. Um- All right. Um, you're all good. I was just- It may take a couple seconds if you want to check that. Um, no, that's... Yes, I just sent it. All right. Alrighty, sir. Um, other than that, is

there anything else that I can help you, sir? Oh no, that should be it and they just got sent in, so it... Perfect. Okay. Yes, that is the benefit guide. Yep. Got the benefit guide. Okay, sir. Perfect. Um, is there anything else that I can help you with? No, that should be it. Alrighty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. You too. Thank you. And bye. And bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits UniCall. My name is Sarah. May I have your name, please? Uh, yes. Cale Day. C-A-L-E D-A-Y. Hello, Mr. Day. How may I help you? Uh, um, so I was just curious if I could get my insurance card number and all that, because I was hoping I could use, I guess, use my insurance to, uh... Yeah. Sure. Um- Or, um, I guess a question. So do I, uh, do you have, uh, can you see what my benefits are or what my plan is from your screen? Sure. Let me check that- Um- ... for you. Uh, may I have first the name of the agency that you are working with and the last four of your Social to locate you on the system? Yes. I'm working with DETC Workforce, and it'd be 7446. Okay. And, uh, just for security purposes, can you please verify your address and date of birth? 331 Beadle Street, Walnut Grove, 56180 and, and 6/13/1997. Email, caledday@gmail.com? Correct. Phone number, 507-526-5769. 626. It'd be 507-626. 626-5769. Yep. Okay, thank you, sir. Uh, you're enrolled on dental, vision, and VIP Standard, um, with virtual primary care. Um, if you want, I can send you the ID card to your email. Uh, yes, that'd be great. Can you also send me a explanation of my current plan? Or do you know... So, um, am I able to see my current primary in person or do I have to call and have that arranged? 'Cause I had had a year of the physical, um, scheduled prior to getting this new insurance. Let me check that for you. Give me just a minute. Yes, you have the option to see it, uh, physically or virtually. All righty. So all right. I just wanted to make sure. Do I... And I can make that appointment or does someone else have to make that for me? Um, well, that depends on the doctor. Well, I, I, I, I had known or I know some of the plans that I have a concierge that will make the appointments for me and that's how the insurance works. So I just didn't know if that's how this plan worked. Y- yes, I think that depends on... I mean, that's through HIPAA, so that depends on the doctor if they allow, uh, somebody else to, um, like, uh, to make appointments for you. Okay. Okay, may I put you on hold, uh, for a minute while I send you the ID cards? Yep. Okay, I'll be right back with you, sir. Thank you. Thank you. You're welcome. I can, I can definitely save my file. I just want to remember how to get here, so thank you. Hello, Mr. Day? Yes, ma'am. Thank you for waiting, sir. Okay. Um, can you check your email whilst we are on the phone? Yes, I'll do that right... um, it looks like I got it. Okay. I am sending you as well the benefit guide. That way you can see what your, uh, coverage is. Just remember, you are enrolled on dental, vision and VIP Standard with a virtual primary care. All righty. Perfect. Okay. Um, other than that, sir, is there anything else that I can help you with? Um, no, that should be it for now. Alrighty, sir. So- Uh, did, did you send the explanation of the benefits separately, or? Yes. I am sending you that in a different, um, different email. All right. I was just... uh, I was just making sure because I was like, "I didn't get it yet." But, um, it's all good and... Okay, I'm working on it right now. I just sent it. Um- All right. Um, you're all good. I was just- It may take a couple seconds if you want to check that. Um, no, that's... Yes, I just sent it. All right. Alrighty, sir. Um, other than

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