

## Transcript: Sara

**Marulanda-6411852172443648-6286039963877376**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits United card. My name is . Can I have your name, please? Um, yes. Hello. My name's Michael Cutter. Hello, Mr. Cutter. How may I help you, sir? Hey, I've, uh, I pay through my insurance through my, uh, temp agency, and I was just wondering, I haven't gotten a card in the mail yet, but I've been working for, like, two months, so I think I should have health insurance by now. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Uh, Wagner and 2005. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Um, address is, uh, 110 Tanyard Road, and date of birth is March 12th, 2003. Email michaelcutter.work@gmail.com? Yes, ma'am. Phone number 770-990-6470? Yes, ma'am. Thank you. And is there any apartment number or no? Um, I don't think s-... Yeah, I don't think I put an apartment number. Uh- No, you didn't. Uh, street numbers w-... 110 Tanyard Road. Okay. I don't think I have them. Yeah. Okay, I just, uh, want to verify that. Okay, so, um, let me put you on hold for a minute. I'm going to check for your ID cards, okay? Okay, appreciate it. All righty then. Thank you very much. I'll be right back. Hello, Mr. Hooter? Uh, yes, ma'am. Thank you for waiting, sir. Okay, um, can you check your email while we're on the phone, sir? Uh, yeah. Oh, it looks like I just got something. ID card? Yes. Uh- There is, there is three PDF files there. One is your dental, one's your vision, and one's your preventive care ID card. Um, they must be on the way. You should have them already. Um, I mean, okay, you can use the ones I sent you. Those are the exact copy of the original. Just in case in one more week you have not received them, please give us a call. That way we can reorder them to be sent, but they must be on the way. Um, yeah. I- I'm going to be honest, I'm not very good at checking the mail. There might be, they might be, um, you know... I'm going to be real, I'm not- I got you. I'm the same. Yeah. I'm the same. Don't worry about it. So um- I have an appointment in 20 minutes so I'm just making sure I have my insurance card. Okay. Yeah. The best you can do with this as well is, um, you can print them and you- Uh, I can't just show them to a... Yes, you show them on their phone as you print them, whatever is easier for you. Send them on an email to your doctor, whatever is easier. Uh, let me see. Wait a second. This, uh, this is eye doctor. Do I have basic medical? No, you have prevention, but no medical. Uh, the MEC is standalone, it's preventive care only. Oh, I don't even have basic medical? No, you got a group accident? What your plan covers is... Okay, let me tell you. Okay, this is what they cover. Yeah, it's just like a, um... It covers one physical yearly examination, and it covers screenings like blood pressure, um, cholesterol, uh, colorectal cancer, HIV, like, um, lung cancer- But like if I tell you- ... hepatitis. But if you're sick, it's not going to cover anything. Yeah, I just ha- I have like a rash thing I'm I- looking for, so probably not going to cover that. No, I don't think it's going to cover it. Um, let me see. Well, sorry, I might ask for a physical at

the same time. Okay. The physical it will cover, but remember they require network. Oh, s- they require what? Network. You need to go with the doctors that are on their network. Oh, okay. So they might not be in the network. Um- Is there any... Is there any way you could check over the phone or no? No. On the ID card there is a phone number where you can call and, um, they, they will, uh, send you a list of the doctors in their network. That's a multi-plan network. Now, uh, just remember, Wagner has opened enrollment from December 9th to January the 31st. So that's the time of the year when you can, um, like up- upgrade your coverage if you want to have a medical. Yeah, I just... I probably won't even be with Wagner that long, because I just... I'm at like my second, I'm on my second month right now. So I'm probably, you know, probably going to be... Before Christmas I'll probably be hired on. So- I imagine. ... might, might as well just wait until I'm with a new company, you know? But all right, I appreciate this ma'am. Yeah, that make sense. Okay, sir. You're more than welcome. If you have any other questions, please give us a call back. No, I- uh, I have no more questions but I appreciate you. Thank you. You're more than welcome, and have a wonderful day sir. Thank you for calling- You too. ... BenefitSmart Card. Bye bye. Bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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