

Transcript: Sara

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Taylor Santibelle. Hello, Mr. Santibelle. How may I help you? I'm calling because I signed up for the Insure+ Enhanced program plan, uh, back in October, early October, or maybe September, and I never received my, uh, card or my ID cards for my health insurance. Okay, let me check that for you. May I have, please, the name of the agency that you are working with and the last four of your Social? Oxford Global Resources, 3479. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? 779 Huntington Avenue, Apartment 6, Boston, Mass 02115, April 16, 1992. Email taylor.j.santibelle@gmail.com? Correct. And is your phone number 617-329-1140? Correct. Okay, give me just a minute, please. Mm-hmm. Okay, may I put you on hold for a minute while I download the information? Sure. All righty. I'll be right back with you, sir. Mm-hmm. Hello, Mr. Santibelle? Yes. Thank you for waiting, sir. Can you check your email while we are on the phone? Sure. Thank you, sir. You must receive an email from info@benefitsinacard. Yes, I see it. Okay. So, um, those are your dental and your hospital indemnity. Okay. Okay. Give me one minute. Um, I'm still waiting for, uh, system to download the rest of the information. Okay. I'm gonna send a request for your ID card to be sent to your mailing address. It may take two to three weeks while, um, for it to arrive, but in the meantime, just use the ones I send you. Those are the exact copy of the originals. Mm-hmm. And how would I know w- what, what is covered in my, uh, medical plan? Well, let me send you the benefit guide and you can see there your plan date, your Insure+ Enhanced and the explanation of benefits is there. Give me a minute, please. Is there someone I can call to ask, like, who... like, what is covered under my plan? Yes, on the benefit guide, uh, the, the information I'm gonna send you, on page number two, they're gonna... there is an explana- explanation of benefits, or the benefit summary. Okay, thank you. All right. I'll be right back with you, sir. Mm-hmm. Hello, Mr. Sa- Sensible? Yes. Thank you for waiting, sir. Okay. I just sent it to you. Can you check your email again and see if you have received it? Give me a sec. Sure, sir. Yeah, I see it. Yep. Okay. If you go on the... I mean if you open that and you go to the page number two, just check in the bottom of the page, you're going to see number two. On that, number two is the, the explanation of benefits, or the benefits summary. And on the ID card I just sent you, there is phone numbers where you can locate providers near to your area. I- I just wanted to know, like, would... I don't know if you would happen to know, because I wanted to know if my insurance covers GLP-1s. It covers what, I'm sorry? If my insurance covers weight loss drugs? Mm, I'm not sure. We're just administrators. You will have to contact the, the prescriptions, uh, which is under Pharma Bill. If you want, I can transfer your call with them. Sure, that'll be great. Thank you. Okay, give me just a minute. Oh, um, by the

way, I'm gonna give you their phone number just in case the call get disconnected. Just let me know when you're ready- Sure thing. ... to write it, to write it down. Sure. All righty. 800-933-3734. 800-933-3734? Yes, sir. You're correct. Thank you. You're more than welcome, sir. Let me transfer your call with them. Before I do that, is there anything else that I can help you with? No, that's all. Thank you. All righty, sir. You're more than welcome. Have a great day and thank you for calling Benefit Connect Card. You too. Thank you. You're welcome.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Taylor Santibelle. Hello, Mr. Santibelle. How may I help you? I'm calling because I signed up for the Insure+ Enhanced program plan, uh, back in October, early October, or maybe September, and I never received my, uh, card or my ID cards for my health insurance. Okay, let me check that for you. May I have, please, the name of the agency that you are working with and the last four of your Social? Oxford Global Resources, 3479. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? 779 Huntington Avenue, Apartment 6, Boston, Mass 02115, April 16, 1992. Email taylor.j.santibelle@gmail.com? Correct. And is your phone number 617-329-1140? Correct. Okay, give me just a minute, please. Mm-hmm. Okay, may I put you on hold for a minute while I download the information? Sure. All righty. I'll be right back with you, sir. Mm-hmm. Hello, Mr. Santibelle? Yes. Thank you for waiting, sir. Can you check your email while we are on the phone? Sure. Thank you, sir. You must receive an email from info@benefitsinacard. Yes, I see it. Okay. So, um, those are your dental and your hospital indemnity. Okay. Okay. Give me one minute. Um, I'm still waiting for, uh, system to download the rest of the information. Okay. I'm gonna send a request for your ID card to be sent to your mailing address. It may take two to three weeks while, um, for it to arrive, but in the meantime, just use the ones I send you. Those are the exact copy of the originals. Mm-hmm. And how would I know w- what, what is covered in my, uh, medical plan? Well, let me send you the benefit guide and you can see there your plan date, your Insure+ Enhanced and the explanation of benefits is there. Give me a minute, please. Is there someone I can call to ask, like, who... like, what is covered under my plan? Yes, on the benefit guide, uh, the, the information I'm gonna send you, on page number two, they're gonna... there is an explana- explanation of benefits, or the benefit summary. Okay, thank you. All right. I'll be right back with you, sir. Mm-hmm. Hello, Mr. Sa- Sensible? Yes. Thank you for waiting, sir. Okay. I just sent it to you. Can you check your email again and see if you have received it? Give me a sec. Sure, sir. Yeah, I see it. Yep. Okay. If you go on the... I mean if you open that and you go to the page number two, just check in the bottom of the page, you're going to see number two. On that, number two is the, the explanation of benefits, or the benefits summary. And on the ID card I just sent you, there is phone numbers where you can locate providers near to your area. I- I just wanted to know, like, would... I don't know if you would happen to know, because I wanted to know if my insurance covers GLP-1s. It covers what, I'm sorry? If my insurance covers weight loss drugs? Mm, I'm not sure. We're just administrators. You will have to

contact the, the prescriptions, uh, which is under Pharma Bill. If you want, I can transfer your call with them. Sure, that'll be great. Thank you. Okay, give me just a minute. Oh, um, by the way, I'm gonna give you their phone number just in case the call get disconnected. Just let me know when you're ready- Sure thing. ... to write it, to write it down. Sure. All righty. 800-933-3734. 800-933-3734? Yes, sir. You're correct. Thank you. You're more than welcome, sir. Let me transfer your call with them. Before I do that, is there anything else that I can help you with? No, that's all. Thank you. All righty, sir. You're more than welcome. Have a great day and thank you for calling Benefit Connect Card. You too. Thank you. You're welcome.