

Transcript: Sara

Marulanda-6455986858442752-6577814276882432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in a card. My name is Sarah. May I have your name? I'm sorry, can you say that again? Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Uh, Timothy Finch. Hello, Mr. Timothy. How may I help you? Uh, yes, I, um, went to my doctor's office. Actually, I went to go get my flu and COVID shot, and they looked at my card, and, uh, they kept saying that I had to... They wanted me to check with my insurance company, which is you guys, because they was asking me that I had to pay for it, for my COVID and flu shots. So I thought I'd give you a call and see what- what's going on with that. 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? Okay, I am with, um, Hamilton Reicker, which is a company with Kasai, and the last four digits of my Social Security number is 2929. Okay, sir, thank you and just for security purposes, can you please verify your address and date of birth? Um, the date of birth 3/12/1968. And my, um, address 107 Davis Avenue in Canton Mississippi 39046. Email tpf06@yahoo.com? Yes. Mm-hmm. That's me. Or number 601-667-9715? Yes. Mm-hmm. Okay. Okay, so your cover... When- when do you went to the doctor? Oh- oh, I'm sorry. Can you say that again? When? What day did you went to the doctor? What day do I want to deduct? Yes. What day do you want to get your vaccinations done? Oh, oh, oh, oh, um, well, as soon as possible. Um, um, today, tomorrow. Okay, no. Uh, uh, let me rephrase that. Did you already went to the doctor for your vaccines or not? Oh, oh, oh. Oh, oh, no, no, I did. I went there and, um, but I- I haven't had it yet. Okay, so first and everything, your coverage from the 9th, uh, December the 9th to the 15th is not active due to nonpayment. You... If you have a, like, a lapse in- Okay. Wait. ... in payment- Okay. Okay, okay. ... because one of the weeks you have not worked or the deductions were really small, you working less hours. Oh. Like, let me ask you, on November the 25th- Mm-hmm. ... was that week? Um. Did you? I don't know. I- I don't think I did 'cause I got sick. Okay, so that's why there is no payment for the November, December the 9th to the 15th. Okay. If you need to use your insurance during that week, you will need to make a direct payment. Uh, if you don't- Okay. ... you don't need it. Okay, that's one. The second, you are enrolled on medical. You're not enrolled on preventive care. Preventive care- Okay. ... is the one that covers for vaccinations. Okay. But- Okay. ... because we are just the administrators, we're not the carriers of the insurance, I'm going to give you their phone number and I'm going to transfer your call with them. They may cover them, they may not, but I don't have that information. Okay. All right. So, um, just let me know whenever you're ready, put that number down. Uh, yeah, I'm ready. I'm ready. Okay, the number is 800-256-8606. Can you say those last four again? 8606. Okay, got it. Got it. Okay, so let me transfer your call with... Okay, appreciate it.

Conversation Format

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

Benefits in a card. My name is Sarah. May I have your name? I'm sorry, can you say that again? Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Uh, Timothy Finch. Hello, Mr. Timothy. How may I help you? Uh, yes, I, um, went to my doctor's office. Actually, I went to go get my flu and COVID shot, and they looked at my card, and, uh, they kept saying that I had to... They wanted me to check with my insurance company, which is you guys, because they was asking me that I had to pay for it, for my COVID and flu shots. So I thought I'd give you a call and see what- what's going on with that. 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? Okay, I am with, um, Hamilton Reicker, which is a company with Kasai, and the last four digits of my Social Security number is 2929. Okay, sir, thank you and just for security purposes, can you please verify your address and date of birth? Um, the date of birth 3/12/1968. And my, um, address 107 Davis Avenue in Canton Mississippi 39046. Email tpf06@yahoo.com? Yes. Mm-hmm. That's me. Or number 601-667-9715? Yes. Mm-hmm. Okay. Okay, so your cover... When- when do you went to the doctor? Oh- oh, I'm sorry. Can you say that again? When? What day did you went to the doctor? What day do I want to deduct? Yes. What day do you want to get your vaccinations done? Oh, oh, oh, oh, um, well, as soon as possible. Um, um, today, tomorrow. Okay, no. Uh, uh, let me rephrase that. Did you already went to the doctor for your vaccines or not? Oh, oh, oh. Oh, oh, no, no, I did. I went there and, um, but I- I haven't had it yet. Okay, so first and everything, your coverage from the 9th, uh, December the 9th to the 15th is not active due to nonpayment. You... If you have a, like, a lapse in- Okay. Wait. ... in payment- Okay. Okay, okay. ... because one of the weeks you have not worked or the deductions were really small, you working less hours. Oh. Like, let me ask you, on November the 25th- Mm-hmm. ... was that week? Um. Did you? I don't know. I- I don't think I did 'cause I got sick. Okay, so that's why there is no payment for the November, December the 9th to the 15th. Okay. If you need to use your insurance during that week, you will need to make a direct payment. Uh, if you don't- Okay. ... you don't need it. Okay, that's one. The second, you are enrolled on medical. You're not enrolled on preventive care. Preventive care- Okay. ... is the one that covers for vaccinations. Okay. But- Okay. ... because we are just the administrators, we're not the carriers of the insurance, I'm going to give you their phone number and I'm going to transfer your call with them. They may cover them, they may not, but I don't have that information. Okay. All right. So, um, just let me know whenever you're ready, put that number down. Uh, yeah, I'm ready. I'm ready. Okay, the number is 800-256-8606. Can you say those last four again? 8606. Okay, got it. Got it. Okay, so let me transfer your call with... Okay, appreciate it.