

Transcript: Sara

Marulanda-6461979700445184-6283887002468352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sara. May I have your name, please? Nathan Ferguson. Hello, Mr. Ferguson. How may I help you? I'm at the pharmacy to get my flu shot and COVID-19 vaccine, but they're saying that I'm going to have to pay, um, a, a charge. One of them for is like 120... 147 for COVID, and then 23 for the flu. And I'm trying to see, is that free underneath my plan? Okay, let me check that for you. Give me a minute. May I have the name of the agency that you are working with and the last four of your social? BGSS Personnel 8627. Thank you very much. Give me just a moment, please. I'm sorry. I'm just waiting for the system to download. Okay, no problem. Thank you. And, um, Mr. Ferguson, just for security purposes, can you please verify your address and date of birth? 874 Conklin Street, Houston, Texas 77088. April 24th, 1974. And is your email fergusonnathan24@gmail.com? Yes. Phone number 281-223-8994? Yes. Okay, thank you. Okay, Mr. Ferguson, um, as you are enrolled on Dental and VIP Plus, VIP Plus will not cover any preventative, um, vaccinations or, um, considered preventative. Um, if you want, because I don't have all the information about coverage, um, just say the administrators. We are the administrators, not the carrier of the insurance. Hm. If you want, I can give you their phone number and transfer your call with them for more information. Did you say that... Did you say they don't cover preventatives? They don't cover preventative care, no. Oh, okay. Thank you. That's a different plan. Perfect. Well, thank you so much. I appreciate it. All righty, sir. You're more than welcome. Have a wonderful day, sir. You too. Mm, bye bye. Thank you, sir. Mm-hmm. Bye bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sara. May I have your name, please? Nathan Ferguson. Hello, Mr. Ferguson. How may I help you? I'm at the pharmacy to get my flu shot and COVID-19 vaccine, but they're saying that I'm going to have to pay, um, a, a charge. One of them for is like 120... 147 for COVID, and then 23 for the flu. And I'm trying to see, is that free underneath my plan? Okay, let me check that for you. Give me a minute. May I have the name of the agency that you are working with and the last four of your social? BGSS Personnel 8627. Thank you very much. Give me just a moment, please. I'm sorry. I'm just waiting for the system to download. Okay, no problem. Thank you. And, um, Mr. Ferguson, just for security purposes, can you please verify your address and date of birth? 874 Conklin Street, Houston, Texas 77088. April 24th, 1974. And is your email fergusonnathan24@gmail.com? Yes. Phone number 281-223-8994? Yes. Okay, thank you.

Okay, Mr. Ferguson, um, as you are enrolled on Dental and VIP Plus, VIP Plus will not cover any preventative, um, vaccinations or, um, considered preventative. Um, if you want, because I don't have all the information about coverage, um, just say the administrators. We are the administrators, not the carrier of the insurance. Hm. If you want, I can give you their phone number and transfer your call with them for more information. Did you say that... Did you say they don't cover preventatives? They don't cover preventative care, no. Oh, okay. Thank you. That's a different plan. Perfect. Well, thank you so much. I appreciate it. All righty, sir. You're more than welcome. Have a wonderful day, sir. You too. Mm, bye bye. Thank you, sir. Mm-hmm. Bye bye.