

Transcript: Sara

Marulanda-6527270482558976-5384861627400192

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? Hi, Sarah. Uh, first name T-U, last name T-R-U-O-N-G. Hello. How may I help you? Yes, um, so I tried to set up a new patient, um, medical check-up with my doctor, with a new, uh, medical provider and they asked for my medical insurance plan number, but I don't have it. Even on the card, the insurance card, it doesn't say anything. It's just multi-plan MEC coverage, and I believe I have both MEC coverage and VIP something. 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? Last four 8161. Uh, and then- 8161? Yeah. And what's the other one? Uh, the name of the agency, the temporary agency that you are working with, the staffing? Yeah, Terra Staffing Group. Oh. Okay. 8161, right? Yes, right. One minute, please. Thu Truong? Yes. Okay. And just for security purposes, can you please verify your address and date of birth? Date of birth, October 8th, 1973. Address, 17805 196 Drive Ren- uh, Southeast. Sorry, 17805 Southeast 196 Drive, Renton, Washington, 98058. And is your email TU.Truongus@gmail.com? Yeah. Yeah. And your phone number- TU.- Yeah. Go ahead. TU.- Uh, sorry, uh, it's emailed TU.T-R-U-O-N-G-U-S @gmail.com. Phone number 206-658-5485. Okay, thank you very much. Okay. Okay, your coverage is active. Uh, let me... How many ID cards you have? I have two. Okay, one that you described was the MEC, the- the- the one that says 90 degrees? No, both cards were MEC coverage. Okay, they always send, uh, two sets of ID cards, so you must have one, uh, which is the same, exact same as the other one. Yeah, yeah. Okay. Okay. So, uh, give me just a minute. I'm going to send you the other ID cards. The ones that you have is the MEC, uh, 90 degrees, right? The- the preventive care coverage? Yes. And I do pay for VIP standard, but I don't receive anything for that. Yes. It was sent to your email, because they don't send that to your, um, to your mailing address. Oh. But give me just a minute. I'm going to resend that to you, then we go from there, okay? Okay. Please don't disconnect the call. I'll be right back with you. Okay, okay. Thank you very much. Okay. Yeah. So the white watch is... This is for preventative care only, you know? It's only for preventative. And then I do pay for... They do pay. I do sign up also on the, um, like a regular coverage, it's called VIP Standard, boys plus bound, for protection, full protection. They are... They take care. So this cover, like, you are allowed in some parts, or if you need to check up your health first. But this is a normal, um, medical coverage you get. It's just specific, okay? So I bought this, this, and this, and they gave me this call. Oh, I see. Yeah, it's a... Oh, it's a bigger... Yeah. Um, so this is bigger. See, I don't... And then get Apple. And get, they can't get Apple but they, well, maybe they can call Washington. Yeah. I'm gonna leave you guys to it. Call Washington, don't pay for it. Pay for it. Like you'll have a silver plan and nothing more. And then after a couple, couple of months, they're going to have you call normal. Yeah. But

it's still promising. Like, like with a new phone, I don't have to pay that many. You just like stuff. Yeah. That's the other thing is their internet is very different than here. I think it's the same. Yeah. You wanna surf the internet? Yeah. It's getting better though, look at the area. Oh, okay. Then that gets back tonight. Okay, that's good. So you want to be back tomorrow? Thank you for taking the time to tell us about your needs because we know how important they are. And that's what we want to do here to help you further. Just really need to get my stuff. Yeah. Okay. Yeah. Googling now. I think it was great to see you. You know, I don't... I'm not sure if we're going to be able to keep it. Never know how. You're right though. But we have a different approach than when we talked last month. When last time, I made you happy. I know. Okay, well, let me know. Talk to you soon. Bye. Hello, Ms. Tu? Yes. Hello, Ms. Tu? Hi, thank you for waiting. Yeah. Okay, then, um, I already sent you an email with the other three ID cards. Can you check your mail while we are on the phone? Okay, just saw it now so let me open one. Group number, MetLife Disaster Vision. Yes. And then this is the second one is dental. Yes. Which I already cancel, uh, last, last month I think and then oh, here it is. I have medical benefits. As you... Oh, okay because your, your new coverage just became active two days ago, that's why. Okay, so put- Which one? The medical? No, the dental. The dental. Yeah, I think so. So just put down that one. Okay. Don't use that one. That one is not active anymore. Okay, so, so let me see if it's- So the other one that says APL is the medical. Yeah. Okay, I wish I received this one pre- um, earlier. Maybe I did but it got lost I guess in the mail or I don't know, uh, how many doctors- So what I'm going to do... What I'm going to do is I'm going to send a request for this ID card to be sent to your mailing address, okay? Okay. And then, okay, with this I can schedule policy number. Okay. Um- Everything there, yeah. Yeah. Everything there. And so, um, let's go back to the dental. Do you only have one option for the dental plan? Yes, that's the only option they have. Okay. Yeah, but, um, but at this moment, we can no longer add the dental. You already canceled it because you are out of the opening enrollment. Yeah, but I- Yes. Yeah, and you can't really add back any, right? No, I cannot. I'm sorry. Okay. Yeah, and the reason I canceled is because it doesn't cover the, uh, the service that my dentist wants to do for me. It's, it's called... They can't do a regular cleaning for my teeth. They have to do the, like the periodontal maintenance. Yeah. And, and the dental that, um, I was paying did not cover that, and my dentist doesn't want to do a regular cleaning because of my- Okay, okay. ... teeth condition. So that's why I canceled it because it... m- I'm paying for a plan that doesn't cover the, the need that I... that- Whatever you need, yeah. That's for me, yeah, so that's why I canceled. And then when I shopped around on Washington plan... uh, health plan Pathfinder, I don't know if you use it at all, um, for dental plan. They, they have... You have to buy both medical and... uh... No? You have to buy have... you have to buy medical to have dental plan through Washington State. Um- Oh, okay. Okay. So now maybe my only option right now is to shop with a, uh, the dental like by itself. Like just go directly to them, maybe. Maybe. Yes. Yeah. Okay. Well- Okay, ma'am. Yeah, this'd be great. Yeah, I, I... yeah. Okay. I will, uh, thank you. I will, um, go and provide this to my, to my doctor office so that they can establish care for me. Okay, ma'am. Sure. Yes. Yeah, and then this, this one... So for the MEC, the MEC coverage, um, for preventative. So if I do... if my doctor wants to do like some preventative, um, work, they can use this group number, right? Policy number here? And- The one that is under the MEC-ID card but they... for the prevention, they require network. So you have to be sure than the doctor that you're going to use for preventative care is under the MultiPlan network. Right. And then I... a few weeks ago,

I, I did make sure that my doctor is in the network and then I did something on the MultiPlan website to ask them to send the request to my doctor office to see if they want to be in the network with MultiPlan and I haven't heard back. Maybe I should call them but- Okay. ... that's how it works. Okay. Yes, that's going to take a couple minutes. I don't know if they... I mean, a couple of days. I don't know if they, if they already contact them or not. We are not MultiPlan, so, um- Right. Yeah, I have to talk to them. Okay. Well, great. Thank you. Um- You're, you're more than welcome. Anything else that I can help you with? Anything... This is it. Thank you. All righty, ma'am. Thank you for calling Benefits and a Card. Have a wonderful day. Thank you. You too. Okay. Thanks. Bye. Bye-bye.

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? Hi, Sarah. Uh, first name T-U, last name T-R-U-O-N-G. Hello. How may I help you? Yes, um, so I tried to set up a new patient, um, medical check-up with my doctor, with a new, uh, medical provider and they asked for my medical insurance plan number, but I don't have it. Even on the card, the insurance card, it doesn't say anything. It's just multi-plan MEC coverage, and I believe I have both MEC coverage and VIP something. 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? Last four 8161. Uh, and then- 8161? Yeah. And what's the other one? Uh, the name of the agency, the temporary agency that you are working with, the staffing? Yeah, Terra Staffing Group. Oh. Okay. 8161, right? Yes, right. One minute, please. Thu Truong? Yes. Okay. And just for security purposes, can you please verify your address and date of birth? Date of birth, October 8th, 1973. Address, 17805 196 Drive Ren- uh, Southeast. Sorry, 17805 Southeast 196 Drive, Renton, Washington, 98058. And is your email TU.Truongus@gmail.com? Yeah. Yeah. And your phone number- TU.- Yeah. Go ahead. TU.- Uh, sorry, uh, it's emailed TU.T-R-U-O-N-G-U-S @gmail.com. Phone number 206-658-5485. Okay, thank you very much. Okay. Okay, your coverage is active. Uh, let me... How many ID cards you have? I have two. Okay, one that you described was the MEC, the- the- the one that says 90 degrees? No, both cards were MEC coverage. Okay, they always send, uh, two sets of ID cards, so you must have one, uh, which is the same, exact same as the other one. Yeah, yeah. Okay. Okay. So, uh, give me just a minute. I'm going to send you the other ID cards. The ones that you have is the MEC, uh, 90 degrees, right? The- the preventive care coverage? Yes. And I do pay for VIP standard, but I don't receive anything for that. Yes. It was sent to your email, because they don't send that to your, um, to your mailing address. Oh. But give me just a minute. I'm going to resend that to you, then we go from there, okay? Okay. Please don't disconnect the call. I'll be right back with you. Okay, okay. Thank you very much. Okay. Yeah. So the white watch is... This is for preventative care only, you know? It's only for preventative. And then I do pay for... They do pay. I do sign up also on the, um, like a regular coverage, it's called VIP Standard, boys plus bound, for protection, full protection. They are... They take care. So this cover, like, you are allowed in some parts, or if you need to check up your health first. But this is a normal, um, medical coverage you get. It's just specific, okay? So I bought this, this, and this, and they gave me this call. Oh, I see. Yeah, it's a... Oh, it's a

bigger... Yeah. Um, so this is bigger. See, I don't... And then get Apple. And get, they can't get Apple but they, well, maybe they can call Washington. Yeah. I'm gonna leave you guys to it. Call Washington, don't pay for it. Pay for it. Like you'll have a silver plan and nothing more. And then after a couple, couple of months, they're going to have you call normal. Yeah. But it's still promising. Like, like with a new phone, I don't have to pay that many. You just like stuff. Yeah. That's the other thing is their internet is very different than here. I think it's the same. Yeah. You wanna surf the internet? Yeah. It's getting better though, look at the area. Oh, okay. Then that gets back tonight. Okay, that's good. So you want to be back tomorrow? Thank you for taking the time to tell us about your needs because we know how important they are. And that's what we want to do here to help you further. Just really need to get my stuff. Yeah. Okay. Yeah. Googling now. I think it was great to see you. You know, I don't... I'm not sure if we're going to be able to keep it. Never know how. You're right though. But we have a different approach than when we talked last month. When last time, I made you happy. I know. Okay, well, let me know. Talk to you soon. Bye. Hello, Ms. Tu? Yes. Hello, Ms. Tu? Hi, thank you for waiting. Yeah. Okay, then, um, I already sent you an email with the other three ID cards. Can you check your mail while we are on the phone? Okay, just saw it now so let me open one. Group number, MetLife Disaster Vision. Yes. And then this is the second one is dental. Yes. Which I already cancel, uh, last, last month I think and then oh, here it is. I have medical benefits. As you... Oh, okay because your, your new coverage just became active two days ago, that's why. Okay, so put- Which one? The medical? No, the dental. The dental. Yeah, I think so. So just put down that one. Okay. Don't use that one. That one is not active anymore. Okay, so, so let me see if it's- So the other one that says APL is the medical. Yeah. Okay, I wish I received this one pre- um, earlier. Maybe I did but it got lost I guess in the mail or I don't know, uh, how many doctors- So what I'm going to do... What I'm going to do is I'm going to send a request for this ID card to be sent to your mailing address, okay? Okay. And then, okay, with this I can schedule policy number. Okay. Um- Everything there, yeah. Yeah. Everything there. And so, um, let's go back to the dental. Do you only have one option for the dental plan? Yes, that's the only option they have. Okay. Yeah, but, um, but at this moment, we can no longer add the dental. You already canceled it because you are out of the opening enrollment. Yeah, but I- Yes. Yeah, and you can't really add back any, right? No, I cannot. I'm sorry. Okay. Yeah, and the reason I canceled is because it doesn't cover the, uh, the service that my dentist wants to do for me. It's, it's called... They can't do a regular cleaning for my teeth. They have to do the, like the periodontal maintenance. Yeah. And, and the dental that, um, I was paying did not cover that, and my dentist doesn't want to do a regular cleaning because of my- Okay, okay. ... teeth condition. So that's why I canceled it because it... m- I'm paying for a plan that doesn't cover the, the need that I... that- Whatever you need, yeah. That's for me, yeah, so that's why I canceled. And then when I shopped around on Washington plan... uh, health plan Pathfinder, I don't know if you use it at all, um, for dental plan. They, they have... You have to buy both medical and... uh... No? You have to buy have... you have to buy medical to have dental plan through Washington State. Um- Oh, okay. Okay. So now maybe my only option right now is to shop with a, uh, the dental like by itself. Like just go directly to them, maybe. Maybe. Yes. Yeah. Okay. Well- Okay, ma'am. Yeah, this'd be great. Yeah, I, I... yeah. Okay. I will, uh, thank you. I will, um, go and provide this to my, to my doctor office so that they can establish care for me. Okay, ma'am. Sure. Yes. Yeah, and then this, this one... So for the MEC, the MEC coverage, um, for preventative. So if I do...

if my doctor wants to do like some preventative, um, work, they can use this group number, right? Policy number here? And- The one that is under the MEC-ID card but they... for the prevention, they require network. So you have to be sure than the doctor that you're going to use for preventative care is under the MultiPlan network. Right. And then I... a few weeks ago, I, I did make sure that my doctor is in the network and then I did something on the MultiPlan website to ask them to send the request to my doctor office to see if they want to be in the network with MultiPlan and I haven't heard back. Maybe I should call them but- Okay. ... that's how it works. Okay. Yes, that's going to take a couple minutes. I don't know if they... I mean, a couple of days. I don't know if they, if they already contact them or not. We are not MultiPlan, so, um- Right. Yeah, I have to talk to them. Okay. Well, great. Thank you. Um- You're, you're more than welcome. Anything else that I can help you with? Anything... This is it. Thank you. All righty, ma'am. Thank you for calling Benefits and a Card. Have a wonderful day. Thank you. You too. Okay. Thanks. Bye. Bye-bye.