

## Transcript: Sara

**Marulanda-6531139499409408-6412457003663360**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Medical Benefits in call, my name is Laura. May I have your name, please? Hey, how you doing? My name is Oscar Simpson. Hello, Mr. Simpson. How may I help you? Um, I was trying to see, um, if I can get some information about how much my copay would be if I went to a urgent care or something like that. 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? Brown Staffing, and the last four of my Social is 9877. Thank you very much. And, Mr. Oscar Simpson, just for security purposes, can you please verify your address and date of birth? My address is 7109 Lamont Drive, uh, zip code 631 63136 St. Louis, Missouri and, um, my date of birth is 04-28-1992. Thank you, sir. And is your email osimpson12@gmail.com? Yes, ma'am. And is your phone number 314-346-6649? Yes, ma'am. Okay, sir. Thank you very much. You said to, to go to urgent care? Yes, ma'am. Okay, give me just a minute. Okay, just remember that, um... . Hello? Yes, ma'am. One second. Okay. I'm sorry. I've been working. Okay. Just remember that, um, your plan does not work with copays. Your plan will cover a flat fee. You're going to urgent care, you have four visits per year and they will cover \$50 per visit. Any difference between the final bill and the... whatever they covers, that's gonna be your responsibility. Okay. All right. So do you have- Is this the same- Yeah, go ahead. I'm sorry. And is that the same thing with my eye, my eye visit, my vision as well? No, no. For visions we... For vision, you have a copay. That one works with copay and it will be \$10 copay for eye exams, \$25 copay for lenses and frames. Uh, you will get a \$130 for frames allowance, allowance for frames. Okay. All right then, uh... Um, do you have your ID card? I, I have... Only ID card that came in the mail was my, is my vision, everything. I didn't get any other ID cards. Okay. So, may I put you on hold for a minute? I'm going to send you virtual call fees while you wait for the health professional, okay? Okay. Okay, I'll be right back with you, sir. Please don't disconnect the call. All right. You guys need anything else? Um. We're recording.... they'll, um, they'll, um, they'll have you- Hello. Mr. Simpson? Yes, ma'am. Thank you for waiting, sir. Could you check your email while we are on the phone? Um, give me just one second. I'm at, uh, I'm, I'm making a last touch. I'm at work. I'm making one more touch. Let me just get this message. It's okay. Take your time. Take your time. And before I look at my email, so, so MyHibbert doesn't, doesn't do a co-pay? Just does, like cover 50, 50 dollars of whatever the full cost is? Okay. Th- those plans work with the... They don't work with the co-pay. They work with a flat fee coverage. Oh, okay. The only one that works with co-pay is the Stay Healthy, MBC Enhance, but you're not enrolled in that one. And that one would be \$40, \$42.71 per week. And how much I'm paying right now? Right now for that MediCal, you're paying \$18.86. Uh, dental, \$3.52. Short-term disability, \$3.82. Eye vision, \$2.15. Group accident, \$2.44. And behavioral health, \$1.50. But just keep, um, let me see something here. Hold on please. Group accident, uh, will help you

cover some like for hospital emergency room. They will cover \$250. For emergency physician's office visit, they will cover \$50. For emergency dental work, \$50. Emergency hospital admission, \$250. Emergency daily hospital confinement, one do- \$100. So, it will help some to cover as well. Oh, I thought I could have sworn I got signed up for the one with the co-pay. No. Um, here, give me a... I'm gonna open my email up. All right. Um, something's clear. It's not moving. Oh, I got my email open. Okay. I think I binged it already. Yeah, okay. So have you received it already? Yeah. Okay. There is two PDF files on that email. One is your dental and the other one is your, uh, hospital indemnity which is the medical. I think it's in there. That's all right. Okay. Wow. I'm sorry. I did not hear what you said. Can you repeat that for me, sir? Oh, no, I was listening. Oh, okay. Okay. All right. Thank you. I'm sorry for disturbing you. Let's see, what can I do for you? Let's see. Okay. Okay. Sir, is there anything else that I can help you with? Yeah, I just have to call back when I'm getting off. What time do you guys close? 8:00 PM eastern time. Oh, yeah. I'll give you about another hour and then I'll call back. Okay? Okay. Perfect. All righty, sir. So thank you for calling Benefits in a Cartel 281-181... Huh? Tell me. I'm sorry, 281... Well, 28- 280- 280, three quotes. Sir, are you talking to me or somebody else over there? I'm sorry 281... I'm sorry, ma'am. But I appreciate it. I'm, I'm sorry. I'll have to let work. I just have to call back. Okay, sir. Perfect. We're going to be here until 8:00 PM. So thank you for calling us and have a great day. You guys have it too. Okay, thank you. Bye-bye. Bye.

## Conversation Format

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

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