

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? Garrett Foster. Hello, Mr. Foster. How may I help you? Um, yes. Uh, a month ago when y'all did open enrollment, I upgraded my insurance. I've been working with Surge for about a year now and I get charged around roughly about \$140 every week for a few months now, and I've just set up, uh, to use y'all's service of y'all's online program to talk to a doctor. Um, and they just called me when I set up my appointment and said that I, I am... cannot use it until December. I forget the date, but I, I can't use that program or my insurance until December. And I've been paying y'all \$140 every week for months now. You say with Surge? Surge is that- Yes, with- Okay, let me find your- With Benefits in a Card. And they're saying that, uh, it's not active till December. It's been active for a while. I've already went to a doctor and used it one time and it didn't cover anything else. It's not covering my medicine, nothing, and I'm paying \$140 every week and they're saying I can't even use it or talk to a doctor until December. Doesn't make any sense- Let me- ... why I'm paying y'all so much then. That, that's weird. Let, let me check your account. May I have please the last four digits of your social security number? 7333. And your name and last name again, I'm sorry? Garrett Foster. Okay. Give me a minute, please. Mr. Foster, and just for security purposes, can you please verify your address and date of birth? 5322 Hustle Wheel Road, Albertville, Alabama 35951 and then February 14th, 1995. Email garrettfoster2021@gmail.com. 2021, yeah, 2021 is how I usually- Yes. ... say it 'cause that's the year I set it up. Yes. Yes, ma'am. Okay. Sorry, I froze for a second. And is your... That's okay. Don't worry about it. And is your phone number 256-470-0531? Yes, ma'am. Okay. Thank you very much. Mr. Foster, I'm checking here. You are enrolled on dental, vision, VIP Classic, which is medical, and MEC TeleRX. Your coverage is active. Who tell you that you cannot use your f- your insurance? I mean... The- I'm just trying- Y'all's service, where y'all, uh, go online and do the Benefits in a Card and see a doctor through y'all's program where it's free and y'all are covered, the, the service y'all offer, I tried to set up, uh, an appointment with them and someone from Benefits in a Card called me back, like, shortly after I set up the appointment, which I missed one earlier in the week and I never got a call about that one. I don't understand. And they said that I can't use it until December and that they can't see why and then they transferred me over here- Um, from when- ... and that I need to have y'all- ... was that call? When was that call? Uh, literally not even 15 minutes ago. 2:30-ish. Okay. That's, that's, that's extremely weird because right now the last call I have in the system is from June, July, August 14th, 2024 at 3:02 and it was for the change of coverage. Yeah. See, I, I literally just got a call about... from the service that y'all provide and I got even... It's my number record, 1-800-number and- Okay. You have, you have it there with you? It's right... Yeah. Hold on. Let me pull it up. Sure. Please. Okay. Are you ready? Yes. 1-800-497-4856.

Okay. 497-4856. Yes. That's us. Yeah. They called twice and the first one, it hung up, and the second one, she said I can't... I'm not allowed to use my insurance until December, but that's \$140 being pulled out of my check every week and I, I don't get it. Like- Yes. Um- ... I'm trying, I'm trying to use y'all's service and it won't let me. Sure. I understand. I complete understand. Um, may I put you on hold for a minute? Um, I need to figure out who did call you and why they give you that information. May I put you on hold for a minute, please? Okay. I'll be right back with you, sir. Thank you. Okay. Hello, Mr. Foster? Yes, ma'am. Thank you for waiting, sir. Okay, I will have to send this for an investigation because honestly I don't know who have give you that call. There's nothing showing here on the system where I can see from, you know? Um, yeah. I'm going to open an investigation. Now, for your information- Maybe it was like a glitch or something or... I- I tried to set up for a- an appointment tomorrow. Can you see if that appointment is still- still there? 'Cause we don't- Are they still gonna call me? Okay, we don't make the appointments. Okay. I can check that later. Okay, let me... Okay, let me explain you this. Y- first, the most important thing here. So you may have four ID cards, one dental, one vision, one hospital indemnity and one preventive care. Do you have them? I don't have... No, I don't. I have three. I have one vision- Which one's your- Uh-huh? I have a vision, a dental and then, uh, what is... What- what is this called? Let me pull it out. It's a- Like the 90 degrees? A surge... Y- yeah, like the 90 degree benefits. 90 degrees. I have no other choice. That one's, that one is the preventive care. So, uh, I'm downloading right now your medical and your- your hospital indemnity and I'm gonna send that to you right now. Um, now your coverage is active, okay? Uh, on each ID card is, uh, there is a phone number where you can call to locate participant providers. The... For- for the hospital indemnity you don't need, um, to be on any networks. They don't require network. The only one that requires network is the 90 degrees, the preventive care. The other, I don't- For that kind of service- I went to my doctor a couple months ago and I didn't have that other card and that's probably what I was missing and nothing- nothing seemed to have got covered. Oh, I'm getting a phone call right now. I wonder if that's the doctor. From that number? Oh, no, from a another number. Hold... Can you hold on just a second? We're going to get you, ma'am... Yes, yes, yes, go ahead while I download that card. Yes. 500... There you go. That's not the accurate amount though. Did you put it in back? Uh, he put that in first. Oh, you got it too? Yeah. He got the number six. He got the last six, I also have to put the... Wait, what is your ex-hub? Um, did you send that email online yet? Don't you mean TDI 25? I think it is. I have it right here. Okay. Huh? The little one? Oh, okay. Sorry. What? Oh, sorry, sorry. Are you asking for their name? Um, where it says the daddy wants to pay for the child? Yeah, can... What's that... Can you... Um, they'll ask you for their social security number. So just come up with their social security number. They just need a first and last name. Okay. So they don't have to... They don't have to do it? Um, you'll put in their social security number first and then after that... You're gonna fill it out with their writing? Oh, okay. Then you just ask them for their name and you go to the top- And if they want to know- ... if a certain prescription is covered, then you would send it to Afferon. Okay, so if you don't have... Yes. Oh, you see that on the page-

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? Garrett Foster. Hello, Mr. Foster. How may I help you? Um, yes. Uh, a month ago when y'all did open enrollment, I upgraded my insurance. I've been working with Surge for about a year now and I get charged around roughly about \$140 every week for a few months now, and I've just set up, uh, to use y'all's service of y'all's online program to talk to a doctor. Um, and they just called me when I set up my appointment and said that I, I am... cannot use it until December. I forget the date, but I, I can't use that program or my insurance until December. And I've been paying y'all \$140 every week for months now. You say with Surge? Surge is that- Yes, with- Okay, let me find your- With Benefits in a Card. And they're saying that, uh, it's not active till December. It's been active for a while. I've already went to a doctor and used it one time and it didn't cover anything else. It's not covering my medicine, nothing, and I'm paying \$140 every week and they're saying I can't even use it or talk to a doctor until December. Doesn't make any sense- Let me- ... why I'm paying y'all so much then. That, that's weird. Let, let me check your account. May I have please the last four digits of your social security number? 7333. And your name and last name again, I'm sorry? Garrett Foster. Okay. Give me a minute, please. Mr. Foster, and just for security purposes, can you please verify your address and date of birth? 5322 Hustle Wheel Road, Albertville, Alabama 35951 and then February 14th, 1995. Email garrettfoster2021@gmail.com. 2021, yeah, 2021 is how I usually- Yes. ... say it 'cause that's the year I set it up. Yes. Yes, ma'am. Okay. Sorry, I froze for a second. And is your... That's okay. Don't worry about it. And is your phone number 256-470-0531? Yes, ma'am. Okay. Thank you very much. Mr. Foster, I'm checking here. You are enrolled on dental, vision, VIP Classic, which is medical, and MEC TeleRX. Your coverage is active. Who tell you that you cannot use your f- your insurance? I mean... The- I'm just trying- Y'all's service, where y'all, uh, go online and do the Benefits in a Card and see a doctor through y'all's program where it's free and y'all are covered, the, the service y'all offer, I tried to set up, uh, an appointment with them and someone from Benefits in a Card called me back, like, shortly after I set up the appointment, which I missed one earlier in the week and I never got a call about that one. I don't understand. And they said that I can't use it until December and that they can't see why and then they transferred me over here- Um, from when- ... and that I need to have y'all- ... was that call? When was that call? Uh, literally not even 15 minutes ago. 2:30-ish. Okay. That's, that's, that's extremely weird because right now the last call I have in the system is from June, July, August 14th, 2024 at 3:02 and it was for the change of coverage. Yeah. See, I, I literally just got a call about... from the service that y'all provide and I got even... It's my number record, 1-800-number and- Okay. You have, you have it there with you? It's right... Yeah. Hold on. Let me pull it up. Sure. Please. Okay. Are you ready? Yes. 1-800-497-4856. Okay. 497-4856. Yes. That's us. Yeah. They called twice and the first one, it hung up, and the second one, she said I can't... I'm not allowed to use my insurance until December, but that's \$140 being pulled out of my check every week and I, I don't get it. Like- Yes. Um- ... I'm trying, I'm trying to use y'all's service and it won't let me. Sure. I understand. I complete understand. Um, may I put you on hold for a minute? Um, I need to figure out who did call you and why they give you that information. May I put you on hold for a minute, please? Okay. I'll be right back with you, sir. Thank you. Okay. Hello, Mr. Foster? Yes, ma'am. Thank you for waiting, sir. Okay, I will have to send this for an investigation because honestly I don't know who have give you that call. There's nothing

showing here on the system where I can see from, you know? Um, yeah. I'm going to open an investigation. Now, for your information- Maybe it was like a glitch or something or... I- I tried to set up for a- an appointment tomorrow. Can you see if that appointment is still- still there? 'Cause we don't- Are they still gonna call me? Okay, we don't make the appointments. Okay. I can check that later. Okay, let me... Okay, let me explain you this. Y- first, the most important thing here. So you may have four ID cards, one dental, one vision, one hospital indemnity and one preventive care. Do you have them? I don't have... No, I don't. I have three. I have one vision- Which one's your- Uh-huh? I have a vision, a dental and then, uh, what is... What- what is this called? Let me pull it out. It's a- Like the 90 degrees? A surge... Y- yeah, like the 90 degree benefits. 90 degrees. I have no other choice. That one's, that one is the preventive care. So, uh, I'm downloading right now your medical and your- your hospital indemnity and I'm gonna send that to you right now. Um, now your coverage is active, okay? Uh, on each ID card is, uh, there is a phone number where you can call to locate participant providers. The... For- for the hospital indemnity you don't need, um, to be on any networks. They don't require network. The only one that requires network is the 90 degrees, the preventive care. The other, I don't- For that kind of service- I went to my doctor a couple months ago and I didn't have that other card and that's probably what I was missing and nothing- nothing seemed to have got covered. Oh, I'm getting a phone call right now. I wonder if that's the doctor. From that number? Oh, no, from a another number. Hold... Can you hold on just a second? We're going to get you, ma'am... Yes, yes, yes, go ahead while I download that card. Yes. 500... There you go. That's not the accurate amount though. Did you put it in back? Uh, he put that in first. Oh, you got it too? Yeah. He got the number six. He got the last six, I also have to put the... Wait, what is your ex-hub? Um, did you send that email online yet? Don't you mean TDI 25? I think it is. I have it right here. Okay. Huh? The little one? Oh, okay. Sorry. What? Oh, sorry, sorry. Are you asking for their name? Um, where it says the daddy wants to pay for the child? Yeah, can... What's that... Can you... Um, they'll ask you for their social security number. So just come up with their social security number. They just need a first and last name. Okay. So they don't have to... They don't have to do it? Um, you'll put in their social security number first and then after that... You're gonna fill it out with their writing? Oh, okay. Then you just ask them for their name and you go to the top- And if they want to know- ... if a certain prescription is covered, then you would send it to Afferon. Okay, so if you don't have... Yes. Oh, you see that on the page-