

Transcript: VICTORIA

Taylor-5187234713092096-5312255607488512

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, my name is Dorcas Dukuamah. I'm calling in regards to my started benefit deduction from today ongoing. Um, I wanna know 'cause I know that it's not a medical insurance, but I need the benefit because I go to OBGYN so I wanna know if it's gonna be covered, like anything I do with OBGYN is gonna be covered. Okay. What's the name of the agency you work for? APC. And the last four of your social? 4727. Okay. Um, and I'm sorry your first and last name again? Dorcas Dukuamah. Okay. Do you mind verifying your address and date of birth as well? March 24, 1990, Coram, um, 1990, and my address is 12 Farragut Court, Coram, New York 11727. Okay. Phone number 614-598-3707? 7007, yes. And then email is abena_duku@yahoo.com? Yes, ma'am. Okay. Um, so I see that you have the MEC Enhanced which does cover your preventative healthcare as well as provide, uh, coverage for your non-preventative benefits. Now with us just being your administers, um, I don't have too much information on the specific coverage details, but to my knowledge covered, um, preventative care would be like your yearly physicals, vaccinations and preventative screenings. Um, you do have to stay in the network so you'll have to find someone within the multi-plan network. Um, now if you have questions on whether, you know, a specific procedure or s- or physical anything like that might be covered, you'll actually have to reach out to the insurance carrier directly, uh, which is 90 Degree Benefits and I can give you their phone number. Okay. I'd like that for you. Sure. Um, so again it's gonna be for 90 Degree Benefits and this is for your preventative medical. Uh, that phone number is 800- Oh, give me one minute please. I'm trying to type what you... You said preventative medical, right? Yes. Okay. Okay. You ready for the number? Yes. Okay. The phone number is, 800-833-4296 and then you hit option one on their prompt system. Okay. 800-833-4296. Correct. Okay. Thank you, ma'am. You're welcome. Did you need help with anything else? That's it. That's what I wanted to know. Okay. You have a wonderful day. Uh-huh. But oh, oh, one more thing. I don't have the card yet but you're gonna mail it to my address, right? Or it's something I have to look online? So your coverage just became active yesterday. The ID cards and policy information are not made until the coverage is active. It typically takes about seven to 10 business days to get your ID cards. But yes, the preventative medical, the dental and the vision ID cards are gonna be mailed to you. Okay. And then the ID card for your non-preventative medical is gonna be emailed to you. Okay. Sure. Um, am I able to call... I'm gonna call them right now. If they ask me of like any card, um, number or anything what should I tell them because I don't have... I don't have anything on me to identify who I am? Yeah, so- Or we can just- You can always have them call us and we can verify the coverage for you. Um, the only thing is is we will not have access into... to the policy information or your ID cards until, uh, later this Thursday or Friday. Okay. All right. I think this

is a general question, they should be able to answer anyway. I'm sorry? I said I think it's a general question so they should be able to answer me. Yeah. Are, are you... are you talking about when you call 90 Degree Benefits? Yeah. Yeah, they'll be able to pull you up with the same information I was I would think. Okay, thanks. I don't believe you have to have your policy information or anything like that. Okay. Thank you. You're welcome. Okay. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Um, my name is Dorcas Dukuamah. I'm calling in regards to my started benefit deduction from today ongoing. Um, I wanna know 'cause I know that it's not a medical insurance, but I need the benefit because I go to OBGYN so I wanna know if it's gonna be covered, like anything I do with OBGYN is gonna be covered.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: APC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4727.

Speaker speaker_1: Okay. Um, and I'm sorry your first and last name again?

Speaker speaker_2: Dorcas Dukuamah.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth as well?

Speaker speaker_2: March 24, 1990, Coram, um, 1990, and my address is 12 Farragut Court, Coram, New York 11727.

Speaker speaker_1: Okay. Phone number 614-598-3707?

Speaker speaker_2: 7007, yes.

Speaker speaker_1: And then email is abena_duku@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, so I see that you have the MEC Enhanced which does cover your preventative healthcare as well as provide, uh, coverage for your non-preventative benefits. Now with us just being your administers, um, I don't have too much information on the specific coverage details, but to my knowledge covered, um, preventative care would be like your yearly physicals, vaccinations and preventative screenings. Um, you do have to stay in the network so you'll have to find someone within the multi-plan network. Um, now if you have questions on whether, you know, a specific procedure or s- or physical anything like that

might be covered, you'll actually have to reach out to the insurance carrier directly, uh, which is 90 Degree Benefits and I can give you their phone number.

Speaker speaker_2: Okay. I'd like that for you.

Speaker speaker_1: Sure. Um, so again it's gonna be for 90 Degree Benefits and this is for your preventative medical. Uh, that phone number is 800-

Speaker speaker_2: Oh, give me one minute please. I'm trying to type what you... You said preventative medical, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: You ready for the number?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. The phone number is, 800-833-4296 and then you hit option one on their prompt system.

Speaker speaker_2: Okay. 800-833-4296.

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Thank you, ma'am.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: That's it. That's what I wanted to know.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Uh-huh. But oh, oh, one more thing. I don't have the card yet but you're gonna mail it to my address, right? Or it's something I have to look online?

Speaker speaker_1: So your coverage just became active yesterday. The ID cards and policy information are not made until the coverage is active. It typically takes about seven to 10 business days to get your ID cards. But yes, the preventative medical, the dental and the vision ID cards are gonna be mailed to you.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the ID card for your non-preventative medical is gonna be emailed to you.

Speaker speaker_2: Okay. Sure. Um, am I able to call... I'm gonna call them right now. If they ask me of like any card, um, number or anything what should I tell them because I don't have... I don't have anything on me to identify who I am?

Speaker speaker_1: Yeah, so-

Speaker speaker_2: Or we can just-

Speaker speaker_1: You can always have them call us and we can verify the coverage for you. Um, the only thing is we will not have access into... to the policy information or your ID cards until, uh, later this Thursday or Friday.

Speaker speaker_2: Okay. All right. I think this is a general question, they should be able to answer anyway.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I said I think it's a general question so they should be able to answer me.

Speaker speaker_1: Yeah. Are, are you... are you talking about when you call 90 Degree Benefits?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, they'll be able to pull you up with the same information I was I would think.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: I don't believe you have to have your policy information or anything like that.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Okay. Bye.