

Transcript: VICTORIA

Taylor-5700617312190464-5539263309725696

Full Transcript

Thank you for calling Benefits on Access Victoria. Can I help you? How you doing today? Good, how are you? I'm great. Um, I'm calling today to get my, um, a peer number. Um, I'm seeking counseling through my job and I went to the counselor that I've been recently going to and they're looking for my peer number and everything, and it's not showing up on anything. Okay. Um, what's the name of the agency you work for? Uh, MAU. And the last four of your Social? 9728. And your first and last name? Charles Gibson. Okay. Do you mind verifying your address and date of birth? 105 Oakland Drive, Dothan, Alabama 36303, and 12/13/89. All right, phone number 334-618-4940? Yes. And then email is londondior3324 at gmail? Yes. Okay. I'm not aware of the peer number. Okay. I mean, I see you have the... I see you have the Behavioral Health Benefit but that's like counseling online. So, you would have to use the online services and find a counselor that's... with that benefit specifically. But it's what, online only? Yeah. The Behavioral Health Benefit that you have is online only. So, how do I get where I can go in public co- in person? Um, I'm not aware- So like ... or can I get anything online? Yeah, I'm not aware of us having a Behavioral Health Benefit for on... like, in-person visits. Um, I'm not sure if one of your medical plans will cover that, so y-... 'cause I see you're enrolled into two different medical plans. You can reach out to the insurance carriers for that and see if there is coverage under your medical plan. But specifically for the Behavioral Health Benefit we offer, it's just virtual. Okay. So if they do it virtual, how can I give it to the person? 'Cause he th-... he has virtual and he has in, in, like, in person. So, how do I get that information to him? Well, li-... Well, like I was saying, the... eh, there's a specific group of counselors within the virtual benefit that we offer. So, you would have to choose one of the counselors that come with that benefit. I don't believe you would be able to have the same counselor you're... you currently have with this benefit. Okay. I mean, I can give you the phone- But who- ... number that I have for the virtual behavior health counseling and you can verify with them, but I'm pretty sure they have their own group of counselors that you would have to choose from. Okay. How can I contact and see if my insurance covers the counseling that I need? So again, you have two different insurance plans. I can give you the phone numbers for both and you would just call them. Um, so you have the- Okay. And do you know the... What is the name of the insurance companies? Yep, I'll give all that information to you. So, you have the- Okay. ... MEC medical plan which is through 90 Degree Benefits. Uh-huh. Their phone number is 800-833- 833. ... 42- 42. ... 96. And you want to make sure to hit option one on their prompt system. Uh-huh. And then you also have the Insure Plus Basics Medical Plan which is through American Public Life. Uh-huh. Their phone number is 800-256- Uh-huh. ... 8606. Okay. So I have two plans open? Yes. The MEC with 90 Degree Benefits, that's for your preventative services and then the non-preventive services is Insure Plus Basics with American Public Life. Okay. Okay, so they, they, they basically... one of them can, can help

me? Yeah. Like I said, if, if they have coverage for, you know, behavioral health, you would need to contact them directly and they- Yeah. ... can answer whether or not there's coverage for that. Now, I can also give you the phone number for the Virtual Behavioral Health Counseling and you can see if there's anything that you can do with that. Um, but s-... from what I know about that benefit, they have their own, you know, group of counselors. Mm. Okay. So, the, uh, phone number for the Virtual Behavioral Health Counseling is 888-507-0435. Okay. Okay, that'll be all. All righty. Well, you have a wonderful day. All right. Same to you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits

Speaker speaker_1: .

Speaker speaker_0: ... on Access Victoria. Can I help you?

Speaker speaker_2: How you doing today?

Speaker speaker_0: Good, how are you?

Speaker speaker_2: I'm great. Um, I'm calling today to get my, um, a peer number. Um, I'm seeking counseling through my job and I went to the counselor that I've been recently going to and they're looking for my peer number and everything, and it's not showing up on anything.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_2: 9728.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Charles Gibson.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 105 Oakland Drive, Dothan, Alabama 36303, and 12/13/89.

Speaker speaker_0: All right, phone number 334-618-4940?

Speaker speaker_2: Yes.

Speaker speaker_0: And then email is londondior3324 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. I'm not aware of the peer number.

Speaker speaker_2: Okay.

Speaker speaker_0: I mean, I see you have the... I see you have the Behavioral Health Benefit but that's like counseling online. So, you would have to use the online services and find a counselor that's... with that benefit specifically.

Speaker speaker_2: But it's what, online only?

Speaker speaker_0: Yeah. The Behavioral Health Benefit that you have is online only.

Speaker speaker_2: So, how do I get where I can go in public co- in person?

Speaker speaker_0: Um, I'm not aware-

Speaker speaker_2: So like

Speaker speaker_3: ... or can I get anything online?

Speaker speaker_0: Yeah, I'm not aware of us having a Behavioral Health Benefit for on... like, in-person visits. Um, I'm not sure if one of your medical plans will cover that, so y... 'cause I see you're enrolled into two different medical plans. You can reach out to the insurance carriers for that and see if there is coverage under your medical plan. But specifically for the Behavioral Health Benefit we offer, it's just virtual.

Speaker speaker_2: Okay. So if they do it virtual, how can I give it to the person? 'Cause he th-... he has virtual and he has in, in, like, in person. So, how do I get that information to him?

Speaker speaker_0: Well, li-... Well, like I was saying, the... eh, there's a specific group of counselors within the virtual benefit that we offer. So, you would have to choose one of the counselors that come with that benefit. I don't believe you would be able to have the same counselor you're... you currently have with this benefit.

Speaker speaker_2: Okay.

Speaker speaker_0: I mean, I can give you the phone-

Speaker speaker_2: But who-

Speaker speaker_0: ... number that I have for the virtual behavior health counseling and you can verify with them, but I'm pretty sure they have their own group of counselors that you would have to choose from.

Speaker speaker_2: Okay. How can I contact and see if my insurance covers the counseling that I need?

Speaker speaker_0: So again, you have two different insurance plans. I can give you the phone numbers for both and you would just call them. Um, so you have the-

Speaker speaker_2: Okay. And do you know the... What is the name of the insurance companies?

Speaker speaker_0: Yep, I'll give all that information to you. So, you have the-

Speaker speaker_2: Okay.

Speaker speaker_0: ... MEC medical plan which is through 90 Degree Benefits.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Their phone number is 800-833-

Speaker speaker_2: 833.

Speaker speaker_0: ... 42-

Speaker speaker_2: 42.

Speaker speaker_0: ... 96. And you want to make sure to hit option one on their prompt system.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: And then you also have the Insure Plus Basics Medical Plan which is through American Public Life.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Their phone number is 800-256-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... 8606.

Speaker speaker_2: Okay. So I have two plans open?

Speaker speaker_0: Yes. The MEC with 90 Degree Benefits, that's for your preventative services and then the non-preventive services is Insure Plus Basics with American Public Life.

Speaker speaker_2: Okay. Okay, so they, they, they basically... one of them can, can help me?

Speaker speaker_0: Yeah. Like I said, if, if they have coverage for, you know, behavioral health, you would need to contact them directly and they-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... can answer whether or not there's coverage for that. Now, I can also give you the phone number for the Virtual Behavioral Health Counseling and you can see if there's anything that you can do with that. Um, but s-... from what I know about that benefit, they have their own, you know, group of counselors.

Speaker speaker_2: Mm. Okay.

Speaker speaker_0: So, the, uh, phone number for the Virtual Behavioral Health Counseling is 888-507-0435.

Speaker speaker_2: Okay. Okay, that'll be all.

Speaker speaker_0: All righty. Well, you have a wonderful day.

Speaker speaker_2: All right. Same to you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye.