

Transcript: VICTORIA

Taylor-6045403660861440-6741893408538624

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, so I recently just got this, uh, offer through a temp agency that I'm working through. And I'm just wondering, like, how it kinda works as far as, like, is it only, like, online stuff? Can you not, like, go in, like, for, like, a primary care position? Um, it, it really depends on the... Are you enrolled into coverage already? Yeah. Okay. Let me see what you're enrolled into. What's the name of your employer? Um, Verstela. It's V-E-R-S-T-E-L-A, I believe. And the last four of your Social? 0083. Okay. And your first and last name? Gerald Marusarz. And do you mind verifying your address and date of birth? Yeah. Our address is 1529 Cottonwood Trail, uh, Yorkville, Illinois, 60560. And then my date of birth is 7/6/'95. Phone number is gonna be 815-325-1850? Yeah. And then email is, uh, J and then M-A-U, uh, or I'm sorry, M-A-R-U-S-A-R-Z25@gmail? Yeah. Okay. Um, so it looks like you have, for medical, you do have the VIP Standard bundle, which with the VIP plan, there is coverage, um, for in-person visits. Um, let me pull it up. Okay, um- I don't think I got, like, a, a card either. Like, um, I've only gotten, like, a dental one. Gotcha. The ID card for your VIP Standard is typically emailed to you. Have you checked your email for that? Uh, let me see here. If you haven't received it, I can look up your ID cards and send you, uh, digital copies. Okay. Uh, what would it be under, like, if I searched it? What would it- I'm not sure of the specific at email address, but it would be coming from American P- Life. American Public Life? Yeah. Okay. Let me see here. Okay. I got the American Public Life. It says voluntary dental. That's different, right? Or is that not? Yeah, that's specifically for your dental. Okay. For my dental. Okay. Um- If you don't have it, I, like I said, I, it's no problem for me to look it up and email it to you. Okay. Yeah. Um, as long as they can still take that, I could probably, uh... but I'm not gonna have to show them it. Uh- Yeah, you should be able to either print it out or you can forward it to them by email. Either way, it's just a digital version of your card, so you'll have no issue with it. Oh, okay. Oh, you have that? Okay. Yeah. I, that's what I'm looking up and I'm gonna send it to your email here in a few seconds. Okay. Sorry. Cool. Yeah. I can't find it. Um, no worries. So just to let you know, for, like, a regular physician's office visit, the insurance will cover \$50 a day with a max of four days. Okay. Um, if you're going to, like, a urgent care facility, they'll cover \$50 a day with a max of four days as well, it looks like. Yeah. I think I saw that. So I can go to pretty much any place then? Is that how that works? Yeah. I don't... Uh, let me double check. I don't believe you have to stay in-network. Yeah. With the plan that you have, you do not have to stay in-network. Okay. Awesome. Did you have other questions besides that? No. Um, I was just wanted to get that so I can, um, actually schedule a doctor's appointment. Okay. Well, give me just a few moments, if you will. I'm gonna finish downloading your ID cards and I will be right back. Okay. Thank you. Thank you. All righty. Thank you so much for calling. So I just sent those ID cards to you. Uh, this time it's gonna be escomultiplancard.com. Okay. Yes, sir.

Looks like that was a visiting card. All right. Perfect. I think I have that somewhere. Oh, yeah, that's internal, and then there, and that's that. Okay, perfect, I got 'em. Gotcha. Um- And then, um, also just to confirm, you do also get the virtual urgent care and the virtual primary care, so you have in-person and virtual with your plan. Okay, perfect. Um, it says here a list of medical providers, so should I, um, visit that, um, and see- Yes. ... like, does not, do not all of the places take that kind of plan I have? You can. Um, like I said, with the plan that you have, you don't have to stay in network. But if you want to try and stay in network, you can go onto that multiplan.com website or you can call that phone number. Okay. All right. Perfect. All righty. I think that's all set. All right. Perfect. You have a wonderful night. Thank you. You, too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi. Um, so I recently just got this, uh, offer through a temp agency that I'm working through. And I'm just wondering, like, how it kinda works as far as, like, is it only, like, online stuff? Can you not, like, go in, like, for, like, a primary care position?

Speaker speaker_0: Um, it, it really depends on the... Are you enrolled into coverage already?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Let me see what you're enrolled into. What's the name of your employer?

Speaker speaker_1: Um, Verstela. It's V-E-R-S-T-E-L-A, I believe.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0083.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Gerald Marusarz.

Speaker speaker_0: And do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. Our address is 1529 Cottonwood Trail, uh, Yorkville, Illinois, 60560. And then my date of birth is 7/6/'95.

Speaker speaker_0: Phone number is gonna be 815-325-1850?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is, uh, J and then M-A-U, uh, or I'm sorry, M-A-R-U-S-A-R-Z25@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so it looks like you have, for medical, you do have the VIP Standard bundle, which with the VIP plan, there is coverage, um, for in-person visits. Um, let me pull it up. Okay, um-

Speaker speaker_1: I don't think I got, like, a, a card either. Like, um, I've only gotten, like, a dental one.

Speaker speaker_0: Gotcha. The ID card for your VIP Standard is typically emailed to you. Have you checked your email for that?

Speaker speaker_1: Uh, let me see here.

Speaker speaker_0: If you haven't received it, I can look up your ID cards and send you, uh, digital copies.

Speaker speaker_1: Okay. Uh, what would it be under, like, if I searched it? What would it-

Speaker speaker_0: I'm not sure of the specific email address, but it would be coming from American P- Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Let me see here. Okay. I got the American Public Life. It says voluntary dental. That's different, right? Or is that not?

Speaker speaker_0: Yeah, that's specifically for your dental.

Speaker speaker_1: Okay. For my dental. Okay. Um-

Speaker speaker_0: If you don't have it, I, like I said, I, it's no problem for me to look it up and email it to you.

Speaker speaker_1: Okay. Yeah. Um, as long as they can still take that, I could probably, uh... but I'm not gonna have to show them it. Uh-

Speaker speaker_0: Yeah, you should be able to either print it out or you can forward it to them by email. Either way, it's just a digital version of your card, so you'll have no issue with it.

Speaker speaker_1: Oh, okay. Oh, you have that? Okay.

Speaker speaker_0: Yeah. I, that's what I'm looking up and I'm gonna send it to your email here in a few seconds.

Speaker speaker_1: Okay. Sorry. Cool. Yeah. I can't find it.

Speaker speaker_0: Um, no worries. So just to let you know, for, like, a regular physician's office visit, the insurance will cover \$50 a day with a max of four days.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, if you're going to, like, a urgent care facility, they'll cover \$50 a day with a max of four days as well, it looks like.

Speaker speaker_1: Yeah. I think I saw that. So I can go to pretty much any place then? Is that how that works?

Speaker speaker_0: Yeah. I don't... Uh, let me double check. I don't believe you have to stay in-network. Yeah. With the plan that you have, you do not have to stay in-network.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: Did you have other questions besides that?

Speaker speaker_1: No. Um, I was just wanted to get that so I can, um, actually schedule a doctor's appointment.

Speaker speaker_0: Okay. Well, give me just a few moments, if you will. I'm gonna finish downloading your ID cards and I will be right back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you. All righty. Thank you so much for calling. So I just sent those ID cards to you. Uh, this time it's gonna be escomultiplancard.com.

Speaker speaker_2: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Looks like that was a visiting card. All right. Perfect. I think I have that somewhere. Oh, yeah, that's internal, and then there, and that's that. Okay, perfect, I got 'em.

Speaker speaker_0: Gotcha.

Speaker speaker_2: Um-

Speaker speaker_0: And then, um, also just to confirm, you do also get the virtual urgent care and the virtual primary care, so you have in-person and virtual with your plan.

Speaker speaker_2: Okay, perfect. Um, it says here a list of medical providers, so should I, um, visit that, um, and see-

Speaker speaker_0: Yes.

Speaker speaker_2: ... like, does not, do not all of the places take that kind of plan I have?

Speaker speaker_0: You can. Um, like I said, with the plan that you have, you don't have to stay in network. But if you want to try and stay in network, you can go onto that multiplan.com website or you can call that phone number.

Speaker speaker_2: Okay. All right. Perfect.

Speaker speaker_0: All righty.

Speaker speaker_2: I think that's all set.

Speaker speaker_0: All right. Perfect. You have a wonderful night.

Speaker speaker_2: Thank you. You, too. Bye.

Speaker speaker_0: Thank you. Bye-bye.