

Transcript: VICTORIA

Taylor-6461569391312896-5538803318177792

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I'm just trying to figure out what my medical benefit is called. Okay. What's the name of the agency you work for? Focus. And the last four of your Social? I think he's crying. 5015. And your first and last name? Joshua Brandon. Okay. Let me verify your address and date of birth. Dad, don't cry. 3489 Lansdowne Drive. Oh. Are you okay? Sorry, my baby just fell. Hold on. You okay? You seem fine. Uh, 3489 Lansdowne Drive, Apartment 34, Lexington, Kentucky 40517. And what was the other thing? Your date of birth? December 5th, 1991. Okay. And then phone number is 318-834-6017? That's correct. And then email is reallydontforgetjosh@yahoo.com. That's also correct. Okay. So the name of your medical plan is the MEC TelRx. Now, the name of the insurance carrier is, um, 90 Degree Benefits. And, uh, the name of the network would be MultiPlan. Okay. Uh, give me one second so I can type that out. I- I apologize. You're fine. Have you received your ID cards yet? Uh, yes. Okay, 'cause all of that information should be on there for you. Um, I... Looking at it, I don't see any of that information. Okay. What do you see on the ID card? Um, well, I see the employee ID, employee name, medical coverage. And then where it says, uh, like, the medical plan, it does say MultiPlan which is, like you said, the provider. Um, it says MEC coverage, which I guess is the, uh... Well, what'd you call it, the name of the... The, me- so MEC TelRx, that's the name of the actual plan that you're enrolled into. MultiPlan is the name of the network of providers you have to stay within. Okay. So then what was- But the name of the insurance carrier is 90 Degree Benefits. Okay. So, I can't... Uh, I- I don't know if you are even, like, the person to ask this question to, but, um, so I'm supposed to call the number on this card for MultiPlan in order to find a doctor? Yeah, you can, or you can go onto the website. Dada. Um, and that's just to find a provider that's in the network, which you do have to stay within, unfortunately. Okay, so I- I can't use a doctor that I've already had, right? Or is- is it possible- Uh, I mean- ...they're on the network, but... Yeah, I wouldn't say that you can't use them. Um, as long as they're in the MultiPlan network, you can. So that number there, you can call to verify that. Okay. Thank you. You're welcome. Did you need help with anything else? No, ma'am. Uh, well, I guess, is my vision and, uh... Is that it, like, all on here? My... Yeah, I got the pharmacy stuff, but the vision doesn't say anything else either. Oh, it... MetLife. It says MetLife, never mind. It has all the information. Yep, that's it. All righty. Now, do you have a separate ID card for your dental, because you should. I don't. Okay, give me just one second. It hasn't, it hasn't... Okay. If you'll give me a few seconds, I can actually look up all of your ID cards and send you copies to your email. Mama. Okay. Okay, I'll be right back. All righty. Thank you so much for holding. So I just sent all of your ID cards to your email, so you have those. All right. I appreciate it. Yes, sir. Was there anything- And I actually, I actually found where it said all the information that you gave me on the card. I was just looking at the front. It's on the back. Oh, okay. Gotcha. All

right. All right, thank you. All righty. You're welcome. Have a good day. You too. 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: Hey, I'm just trying to figure out what my medical benefit is called.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Focus.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_2: I think he's crying.

Speaker speaker_1: 5015.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Joshua Brandon.

Speaker speaker_0: Okay. Let me verify your address and date of birth.

Speaker speaker_2: Dad, don't cry.

Speaker speaker_1: 3489 Lansdowne Drive. Oh. Are you okay? Sorry, my baby just fell. Hold on. You okay?

Speaker speaker_3: You seem fine.

Speaker speaker_1: Uh, 3489 Lansdowne Drive, Apartment 34, Lexington, Kentucky 40517. And what was the other thing?

Speaker speaker_0: Your date of birth?

Speaker speaker_1: December 5th, 1991.

Speaker speaker_0: Okay. And then phone number is 318-834-6017?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is reallydontforgetjosh@yahoo.com.

Speaker speaker_1: That's also correct.

Speaker speaker_0: Okay. So the name of your medical plan is the MEC TelRx. Now, the name of the insurance carrier is, um, 90 Degree Benefits. And, uh, the name of the network would be MultiPlan.

Speaker speaker_1: Okay. Uh, give me one second so I can type that out. I- I apologize.

Speaker speaker_0: You're fine. Have you received your ID cards yet?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay, 'cause all of that information should be on there for you.

Speaker speaker_1: Um, I... Looking at it, I don't see any of that information.

Speaker speaker_0: Okay. What do you see on the ID card?

Speaker speaker_1: Um, well, I see the employee ID, employee name, medical coverage. And then where it says, uh, like, the medical plan, it does say MultiPlan which is, like you said, the provider. Um, it says MEC coverage, which I guess is the, uh... Well, what'd you call it, the name of the...

Speaker speaker_0: The, me- so MEC TelRx, that's the name of the actual plan that you're enrolled into. MultiPlan is the name of the network of providers you have to stay within.

Speaker speaker_1: Okay. So then what was-

Speaker speaker_0: But the name of the insurance carrier is 90 Degree Benefits.

Speaker speaker_1: Okay. So, I can't... Uh, I- I don't know if you are even, like, the person to ask this question to, but, um, so I'm supposed to call the number on this card for MultiPlan in order to find a doctor?

Speaker speaker_0: Yeah, you can, or you can go onto the website.

Speaker speaker_2: Dada.

Speaker speaker_0: Um, and that's just to find a provider that's in the network, which you do have to stay within, unfortunately.

Speaker speaker_1: Okay, so I- I can't use a doctor that I've already had, right? Or is- is it possible-

Speaker speaker_0: Uh, I mean-

Speaker speaker_1: ...they're on the network, but...

Speaker speaker_0: Yeah, I wouldn't say that you can't use them. Um, as long as they're in the MultiPlan network, you can. So that number there, you can call to verify that.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No, ma'am. Uh, well, I guess, is my vision and, uh... Is that it, like, all on here? My... Yeah, I got the pharmacy stuff, but the vision doesn't say anything else either. Oh, it... MetLife. It says MetLife, never mind. It has all the information. Yep, that's it.

Speaker speaker_0: All righty. Now, do you have a separate ID card for your dental, because you should.

Speaker speaker_1: I don't.

Speaker speaker_0: Okay, give me just one second.

Speaker speaker_1: It hasn't, it hasn't... Okay.

Speaker speaker_0: If you'll give me a few seconds, I can actually look up all of your ID cards and send you copies to your email.

Speaker speaker_2: Mama.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, I'll be right back.

Speaker speaker_4: All righty. Thank you so much for holding. So I just sent all of your ID cards to your email, so you have those.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_4: Yes, sir. Was there anything-

Speaker speaker_1: And I actually, I actually found where it said all the information that you gave me on the card. I was just looking at the front. It's on the back.

Speaker speaker_4: Oh, okay. Gotcha.

Speaker speaker_1: All right. All right, thank you.

Speaker speaker_4: All righty. You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_4: Thank you. Bye-bye.