

## Transcript: VICTORIA

Taylor-6468335074852864-5179991586029568

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I was just calling to check out my benefits and, uh, see what I- what would or would not be covered if I went into a doctor's office. Okay. Uh, what's the name of the agency you work for? I work for, uh, Surge. Okay. Do you mind verifying your address, or I'm sorry, the last four of your social? Yeah, sure. 7694. Okay. And what's your first and last name? My first name is Craig, my last name is Gilmore. Gotcha. And then if you will verify your address and date of birth. Yeah. My address is 211 Wilson Street, Newark, Ohio, and, uh, my date of birth is October 25th, 1996. Okay. Phone number is 740-281-6484. Yep, yep. And then email is gryan2229 at gmail. Mm-hmm. Yes. That's correct. Okay. So, um, we're just your benefits administrators, I might not have like, the specific details that you're looking for. Um, if that's the case- Mm-hmm. ... then I can give you the phone number for the insurance carrier. But what I know about the plan that you're enrolled into, um, it's a preventative medical plan. Okay. So, it typically covers things like yearly physicals, uh, vaccinations and preventative screenings. Um, now you do have to stay within the network, which is MultiPlan, so you'll need to make sure your provider's in the MultiPlan network. Um, and it does also come with virtual urgent care and then a subscription to FreeRX, which is like, a prescription plan. Okay. Mm-hmm. Okay, that's fine. So then just physicals, vaccinations and preventative screen, correct? Yeah. Mm-hmm. Okay. Uh, all right then. Um, one other thing. Uh, do you happen to know the policy number? I was just gonna ask, do you have your ID card 'cause it should be on the ID card? Um, no. I don't think I was ever given one of those, sadly. Okay. Give me just a few seconds, let me look that up really quick and I can email it. Okay. Thank you. You're welcome. Okay. Just sent that to your email. Perfect. Thank you, thank you. You're welcome. Um, I also put, uh, instructions on how to find providers in your network in that email, too. Okay. And, um, so hypothetically, I do have one question. Mm-hmm. Um, there has been, um, some talks of me possibly having an ulcer. And- Yeah. ... today when I woke up, I can feel like, up in my stomach, on the upper part, like, something. Um, if I were to go to the doctor to have this checked out, you know, make sure that it's not, you know, anything worse than that, would that count as preventative? Just based off of my understanding, I don't think it would be. Um... Okay. Like, if you're going to the doctor because you think something is wrong or you're sick, I, I think at that point it wouldn't be preventative. But you can always verify that with the insurance carrier, um, which I know for your policy, that is with- Mm-hmm. ... 93 Benefits. And I can give you their phone number if you'd like. Okay. Uh, what's your guys' phone number? Like, the one I'm calling right now, that's 497-4856, right? Yes. Uh-huh. Okay. And what are you guys called? 'Cause I'll go ahead and change the name of this one. Yeah. So this is Benefits in a Card. Okay. Here, let me... We're just your, um, benefits administrators. Save. Put this in. All right, and what's the 90 Degree Benefits phone number?

All right. So, it is gonna be 800-833-4296. Okay. Okay. And then you just wanna make sure to hit option one on their prompt system. Sure. Oh. Mm-hmm. O- okay. Well, that works for me. Uh, do you know what their hours are by chance? I could probably try to call them after work. Um... Now, the hours I might have might be outdated, um- Okay. ... but it looks like the information I have is they close Monday through Thursday, 5:00 PM. Uh, Fridays they close a little bit earlier at 3:00 PM. Okay, that's fine. So I'll just call 'em after work, then. That works. All right. All right. Well, I think we're good here. I really appreciate your time. Thank you. Yes sir. You have a wonderful day. Oh, uh, hey, uh, one last question. I'm sorry. Sure. Um, the thing I was talking about, the whole preventative thing, right? Mm-hmm. Uh, person-to-person, what way do I phrase that for it to be considered preventative? Because I'll be honest, I don't really have the money to, like, pay these guys \$100 just for them to, like, validate my concerns about, like, a preexisting sort of thing. Yeah, I mean, I don't think that there is a, a way that you could really word it, uh, it's- Okay. ... 100% definitive or not. Um, like I said, I, I think it's just, like, your basic physicals, like, your basic screenings and, um, vaccinations. Mm-hmm. Okay. Well, I appreciate it then, and I hope you have yourself a wonderful day. You too. Okay, thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. Um, I was just calling to check out my benefits and, uh, see what I- what would or would not be covered if I went into a doctor's office.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: I work for, uh, Surge.

Speaker speaker\_0: Okay. Do you mind verifying your address, or I'm sorry, the last four of your social?

Speaker speaker\_1: Yeah, sure. 7694.

Speaker speaker\_0: Okay. And what's your first and last name?

Speaker speaker\_1: My first name is Craig, my last name is Gilmore.

Speaker speaker\_0: Gotcha. And then if you will verify your address and date of birth.

Speaker speaker\_1: Yeah. My address is 211 Wilson Street, Newark, Ohio, and, uh, my date of birth is October 25th, 1996.

Speaker speaker\_0: Okay. Phone number is 740-281-6484.

Speaker speaker\_1: Yep, yep.

Speaker speaker\_0: And then email is gryan2229 at gmail.

Speaker speaker\_1: Mm-hmm. Yes. That's correct.

Speaker speaker\_0: Okay. So, um, we're just your benefits administrators, I might not have like, the specific details that you're looking for. Um, if that's the case-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... then I can give you the phone number for the insurance carrier. But what I know about the plan that you're enrolled into, um, it's a preventative medical plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, it typically covers things like yearly physicals, uh, vaccinations and preventative screenings. Um, now you do have to stay within the network, which is MultiPlan, so you'll need to make sure your provider's in the MultiPlan network. Um, and it does also come with virtual urgent care and then a subscription to FreeRX, which is like, a prescription plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay, that's fine. So then just physicals, vaccinations and preventative screen, correct?

Speaker speaker\_0: Yeah. Mm-hmm.

Speaker speaker\_1: Okay. Uh, all right then. Um, one other thing. Uh, do you happen to know the policy number?

Speaker speaker\_0: I was just gonna ask, do you have your ID card 'cause it should be on the ID card?

Speaker speaker\_1: Um, no. I don't think I was ever given one of those, sadly.

Speaker speaker\_0: Okay. Give me just a few seconds, let me look that up really quick and I can email it.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Okay. Just sent that to your email.

Speaker speaker\_1: Perfect. Thank you, thank you.

Speaker speaker\_0: You're welcome. Um, I also put, uh, instructions on how to find providers in your network in that email, too.

Speaker speaker\_1: Okay. And, um, so hypothetically, I do have one question.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, there has been, um, some talks of me possibly having an ulcer. And-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... today when I woke up, I can feel like, up in my stomach, on the upper part, like, something. Um, if I were to go to the doctor to have this checked out, you know, make sure that it's not, you know, anything worse than that, would that count as preventative?

Speaker speaker\_0: Just based off of my understanding, I don't think it would be. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Like, if you're going to the doctor because you think something is wrong or you're sick, I, I think at that point it wouldn't be preventative. But you can always verify that with the insurance carrier, um, which I know for your policy, that is with-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 93 Benefits. And I can give you their phone number if you'd like.

Speaker speaker\_1: Okay. Uh, what's your guys' phone number? Like, the one I'm calling right now, that's 497-4856, right?

Speaker speaker\_0: Yes. Uh-huh.

Speaker speaker\_1: Okay. And what are you guys called? 'Cause I'll go ahead and change the name of this one.

Speaker speaker\_0: Yeah. So this is Benefits in a Card.

Speaker speaker\_1: Okay. Here, let me...

Speaker speaker\_0: We're just your, um, benefits administrators.

Speaker speaker\_1: Save. Put this in. All right, and what's the 90 Degree Benefits phone number?

Speaker speaker\_0: All right. So, it is gonna be 800-833-4296.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: And then you just wanna make sure to hit option one on their prompt system.

Speaker speaker\_1: Sure. Oh.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: O- okay. Well, that works for me. Uh, do you know what their hours are by chance? I could probably try to call them after work.

Speaker speaker\_0: Um... Now, the hours I might have might be outdated, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... but it looks like the information I have is they close Monday through Thursday, 5:00 PM. Uh, Fridays they close a little bit earlier at 3:00 PM.

Speaker speaker\_1: Okay, that's fine. So I'll just call 'em after work, then. That works.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right. Well, I think we're good here. I really appreciate your time. Thank you.

Speaker speaker\_0: Yes sir. You have a wonderful day.

Speaker speaker\_1: Oh, uh, hey, uh, one last question. I'm sorry.

Speaker speaker\_0: Sure.

Speaker speaker\_1: Um, the thing I was talking about, the whole preventative thing, right?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, person-to-person, what way do I phrase that for it to be considered preventative? Because I'll be honest, I don't really have the money to, like, pay these guys \$100 just for them to, like, validate my concerns about, like, a preexisting sort of thing.

Speaker speaker\_0: Yeah, I mean, I don't think that there is a, a way that you could really word it, uh, it's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 100% definitive or not. Um, like I said, I, I think it's just, like, your basic physicals, like, your basic screenings and, um, vaccinations.

Speaker speaker\_1: Mm-hmm. Okay. Well, I appreciate it then, and I hope you have yourself a wonderful day.

Speaker speaker\_0: You too.

Speaker speaker\_1: Okay, thank you.