Transcript: Chris Sofield (deactivated)-4739144968355840-6025367783522304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at a Card. This is Chris. How can I help you today? How you doing, Chris? This is, uh, John Hawkins. Um, so I had... I received one of these cards for my medical plan, and so the questions I have for you, how do I activate it and how do I make an appointment for my doctor? Like h- how would I go a- u- how do we go about that? So there's s-... There's no activation component or anything like that. Okay. As long as you're seeing the deductions coming out of your checks, the policy is active. And as far as- Right. ... making appointments, um, all the information, like the member ID or subscriber ID or policy number or anything like that, should be on all the cards. It is completely up to- Yeah. ... the doctor on what kind of information they're going to need. So unfortunately, I can't help you other than just letting you know that everything that you should need is on the ID card. So all I have to do... Uh, did you have to make an appoi-... Like, how... Like, what, what... So what's the plan? I, I, I... Because, because you know I have Medicare and stuff like that. What, what do I have? Okay. So for that, I'll need to pull- What are For that, I'll need to pull your file up. Uh, what staffing company do you work with? TRC. TRC? Okay, and the last four of your social? Yeah. 5040. All right, Mr. Hawkins, could you verify your address and your date of birth for me, please? 3596 North Oak Road, 07/11/2002. And the rest of the address? Need the city, state, and zip as well. Jonesboro, JO, 33036. Thank you. Phone we have on file, 678-557-4794. Is that correct? Correct. All right, so I see it looks like you have the State Healthy TeleRx plan for your medical, for preventative care services, as well as dental. Um, as far as the information you need, like I said, it should be on... all on the ID card that you have. Any sort of mo-... member IDs or policy IDs or anything like that should be on there. As far as locating providers in the network, um, again, all should be on the ID card, but if for some reason there's a misprint and that information is not there, I can give that to you. Uh, but as far as actually setting up the appointment, that is 100% up to the doctor on what exactly information they would g-... they're going to need. So the only thing I can tell you is to give whatever doctor's office it is a call and ask them what... what they need to be able to set up an appointment for you. Okay, so, yeah, what's the provider? 'Cause I don't... I don't see. I'm looking on the back, not the front. I don't... So it doesn't say anywhere for, like... it doesn't say anywhere, like, to, to locate participating providers, uh, and it has, like, a Sure haven't seen one yet

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits at a Card. This is Chris. How can I help you today?

Speaker speaker_2: How you doing, Chris? This is, uh, John Hawkins. Um, so I had... I received one of these cards for my medical plan, and so the questions I have for you, how do I activate it and how do I make an appointment for my doctor? Like h- how would I go a- u- how do we go about that?

Speaker speaker_1: So there's s-... There's no activation component or anything like that.

Speaker speaker_2: Okay.

Speaker speaker_1: As long as you're seeing the deductions coming out of your checks, the policy is active. And as far as-

Speaker speaker_2: Right.

Speaker speaker_1: ... making appointments, um, all the information, like the member ID or subscriber ID or policy number or anything like that, should be on all the cards. It is completely up to-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the doctor on what kind of information they're going to need. So unfortunately, I can't help you other than just letting you know that everything that you should need is on the ID card.

Speaker speaker_2: So all I have to do... Uh, did you have to make an appoi-... Like, how... Like, what, what... So what's the plan? I, I, I... Because, because you know I have Medicare and stuff like that. What, what do I have?

Speaker speaker_1: Okay. So for that, I'll need to pull-

Speaker speaker_2: What are

Speaker speaker_1: For that, I'll need to pull your file up. Uh, what staffing company do you work with?

Speaker speaker_2: TRC.

Speaker speaker_1: TRC? Okay, and the last four of your social?

Speaker speaker_2: Yeah. 5040.

Speaker speaker_1: All right, Mr. Hawkins, could you verify your address and your date of birth for me, please?

Speaker speaker_2: 3596 North Oak Road, 07/11/2002.

Speaker speaker_1: And the rest of the address? Need the city, state, and zip as well.

Speaker speaker_2: Jonesboro, JO, 33036.

Speaker speaker_1: Thank you. Phone we have on file, 678-557-4794. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right, so I see it looks like you have the State Healthy TeleRx plan for your medical, for preventative care services, as well as dental. Um, as far as the information you need, like I said, it should be on... all on the ID card that you have. Any sort of mo-... member IDs or policy IDs or anything like that should be on there. As far as locating providers in the network, um, again, all should be on the ID card, but if for some reason there's a misprint and that information is not there, I can give that to you. Uh, but as far as actually setting up the appointment, that is 100% up to the doctor on what exactly information they would g-... they're going to need. So the only thing I can tell you is to give whatever doctor's office it is a call and ask them what... what they need to be able to set up an appointment for you.

Speaker speaker_2: Okay, so, yeah, what's the provider? 'Cause I don't... I don't see. I'm looking on the back, not the front. I don't...

Speaker speaker_1: So it doesn't say anywhere for, like... it doesn't say anywhere, like, to, to locate participating providers, uh, and it has, like, a

Speaker speaker_4: Sure haven't seen one yet