

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, I was calling to see about my, um, policy. Okay. What agency do you work for? MAU. And then what are the last four of your social? 0430. Okay, Mr. Eddie. Could you please verify your address for security purposes as well as your date of birth? 2115 Charles Street and 91788. Okay. And then what's that city and the state? New Bern, South Carolina 29108. Okay, thank you. Is your phone number still up to date, the 803-768-9206? Yes, it is. Then I have your last name, goodson938@gmail.com as the email on file. Is that still up to date? Yes, ma'am. Okay. So do you have questions about all your plans or just a particular one? 'Cause you have different ones. Do you want the small bow-round or large CC? Large bow-round and a large C. All right. It's holding on. Ma'am? Um, I was asking did you have questions about all your plans or particular ones? My mom, not a, my, my, um, pres- the one that, that need pickup prescriptions and stuff. Okay. So you have a hospital indemnity plan called the Ensure Plus Enhanced as well as a NEC stand-alone which is the preventative one. So you're gonna have prescription benefits due with your preventative, um, plan with Alappharm and with your Ensure Plus Enhanced with Pharmaville. So with two different, um, places. If you want, I can go ahead and send you your cards to your email and then on that email there's information regarding the, the pharmacy and then the phone numbers that you can contact. Mm-hmm 'cause my doctor's trying to prescribe me a inhaler and the insurance ain't paying for it. Hmm. Okay. So I can go ahead and send you that information and if you wish I can also connect you to the carrier because I'm not really able to tell you if a inhaler would be covered or not. Who would be able to answer that question would be the carrier. So if you wish I can transfer you to the carrier as well. Yeah, please. Okay. All right. Give me one second. Do you want me to send you your, um, your cards to your email? I'm not sure if you have them because in those cards- Mm-hmm. ... there's the pharmacy information. Yeah, I got them. I know I gotta use the Walmart pharmacy. Okay. So you don't want me to send anything to your email? That's fine, Aurora. Okay. Um, no, I got the cards. Was it the 14th? Okay. Just to make sure 'cause I know on them virtual emails there's stuff regarding the pharmacy as well. But I'm- Mm-hmm. But I am gonna, um, transfer you just so that you know just in case it's covered or not, that inhaler, but who would answer that question would be the carrier, okay? But I'm gonna- Okay. ... go ahead and send you that information and then once I do that, I'll get you to verify that you've received it and then I'll transfer you and provide you the phone number of the carrier as well. Mm-hmm. Okay. Give me one second. Thank you for your h- pose... I went ahead and emailed you those two cards to your email account. Do you mind verifying that you received it? Give me one second. And then it should be coming from the email that says info@benefitsinacar.com. So I attached your hospital indemnity plan, which is the one that

covers your doctor visits if you get sick, hospital visits, urgent care, emergency room, and surgeries. That one's gonna say American Public Life. And then the other one for your preventative services is gonna say like MetLife, Aletstar, and stuff like that. And I'ma... Okay. Brought that back up. And I'ma, um, and I'ma go ahead and prov-... I don't know if you want me to go ahead and provide both of those carriers information, because it's two different carriers. So your preventative is gonna be through 90 Degrees and then the hospital indemnity is gonna be through American Public Life. So, if you want, I can give you both of those carrier's phone numbers and you could ask both of them. Um, I would first call American Public Life and then I would call 90 Degrees if they don't tell you. Okay. Okay? 'Cause I'm not sure if that would be preventative or within like the hospital indemnity side, so I'ma just give you both of their numbers so that you can speak to them. Okay. And then, um, are you ready for those numbers? I believe they're in the cards as well, but I'ma just give them to you just in case. Okay. Okay. So for your hospital indemnity it's gonna be American Public Life and their phone number is 800-256-8606. I'ma repeat it one more time. So that's 800-256-8606. So that's the first number. And then the second number would be for 90 Degrees, which would be for your Stay Healthy plan. That phone number is 800-833-4290 and extension number one. I'ma repeat it one more time. So that's 800-833-4290 extension one. And that's for 90 Degrees? Correct. The second one's for your preventative and then the first one is for your hospital indemnity plan. So I would call, um, both of those carriers to see what they tell you, 'cause I'm not really sure which one you have to go to, since we're just the hospital indem-... I mean, the healthcare administrators. But I would call both of them just in case. And I was also gonna tell you that you're missing a beneficiary for your critical illness group accident. Yeah, I didn't put that in. Did you wanna go ahead and add one or did you still wanna leave it how it is? Leave it how it is. But I got, um, I got the good plan, right? Yeah. You have the Insure Plus Enhanced as far as the hospital indemnity, so you have the one that would pay the... A greater, higher dollar amount towards those services. Okay. All right. Thank you for calling me. You're welcome. Have a nice day. Um, did you want me to transfer you to any of those numbers or did you just wanna call on your own time? I'll call 'em back... My mom was calling me so I just gotta call her back real quick. Oh, okay. Sorry. Have a nice day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, I was calling to see about my, um, policy.

Speaker speaker_1: Okay. What agency do you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And then what are the last four of your social?

Speaker speaker_2: 0430.

Speaker speaker_1: Okay, Mr. Eddie. Could you please verify your address for security purposes as well as your date of birth?

Speaker speaker_2: 2115 Charles Street and 91788.

Speaker speaker_1: Okay. And then what's that city and the state?

Speaker speaker_2: New Bern, South Carolina 29108.

Speaker speaker_1: Okay, thank you. Is your phone number still up to date, the 803-768-9206?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Then I have your last name, goodson938@gmail.com as the email on file. Is that still up to date?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So do you have questions about all your plans or just a particular one? 'Cause you have different ones.

Speaker speaker_3: Do you want the small bow-round or large CC?

Speaker speaker_2: Large bow-round and a large C.

Speaker speaker_3: All right. It's holding on.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Um, I was asking did you have questions about all your plans or particular ones?

Speaker speaker_2: My mom, not a, my, my, um, pres- the one that, that need pickup prescriptions and stuff.

Speaker speaker_1: Okay. So you have a hospital indemnity plan called the Ensure Plus Enhanced as well as a NEC stand-alone which is the preventative one. So you're gonna have prescription benefits due with your preventative, um, plan with Alappharm and with your Ensure Plus Enhanced with Pharmaville. So with two different, um, places. If you want, I can go ahead and send you your cards to your email and then on that email there's information regarding the, the pharmacy and then the phone numbers that you can contact.

Speaker speaker_2: Mm-hmm 'cause my doctor's trying to prescribe me a inhaler and the insurance ain't paying for it.

Speaker speaker_1: Hmm. Okay. So I can go ahead and send you that information and if you wish I can also connect you to the carrier because I'm not really able to tell you if a inhaler would be covered or not. Who would be able to answer that question would be the carrier. So if you wish I can transfer you to the carrier as well.

Speaker speaker_2: Yeah, please.

Speaker speaker_1: Okay. All right. Give me one second. Do you want me to send you your, um, your cards to your email? I'm not sure if you have them because in those cards-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... there's the pharmacy information.

Speaker speaker_2: Yeah, I got them. I know I gotta use the Walmart pharmacy.

Speaker speaker_1: Okay. So you don't want me to send anything to your email?

Speaker speaker_3: That's fine, Aurora.

Speaker speaker_2: Okay. Um, no, I got the cards. Was it the 14th?

Speaker speaker_1: Okay. Just to make sure 'cause I know on them virtual emails there's stuff regarding the pharmacy as well. But I'm-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But I am gonna, um, transfer you just so that you know just in case it's covered or not, that inhaler, but who would answer that question would be the carrier, okay? But I'm gonna-

Speaker speaker_2: Okay.

Speaker speaker_1: ... go ahead and send you that information and then once I do that, I'll get you to verify that you've received it and then I'll transfer you and provide you the phone number of the carrier as well.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_4: Thank you for your h- pose... I went ahead and emailed you those two cards to your email account. Do you mind verifying that you received it?

Speaker speaker_5: Give me one second.

Speaker speaker_4: And then it should be coming from the email that says info@benefitsinacar.com. So I attached your hospital indemnity plan, which is the one that covers your doctor visits if you get sick, hospital visits, urgent care, emergency room, and surgeries. That one's gonna say American Public Life. And then the other one for your preventative services is gonna say like MetLife, Aletstar, and stuff like that. And I'ma...

Speaker speaker_5: Okay. Brought that back up.

Speaker speaker_4: And I'ma, ums, and I'ma go ahead and prov-... I don't know if you want me to go ahead and provide both of those carriers information, because it's two different carriers. So your preventative is gonna be through 90 Degrees and then the hospital indemnity is gonna be through American Public Life. So, if you want, I can give you both of those carrier's phone numbers and you could ask both of them. Um, I would first call American Public Life and then I would call 90 Degrees if they don't tell you.

Speaker speaker_5: Okay.

Speaker speaker_4: Okay? 'Cause I'm not sure if that would be preventative or within like the hospital indemnity side, so I'ma just give you both of their numbers so that you can speak to them.

Speaker speaker_5: Okay.

Speaker speaker_4: And then, um, are you ready for those numbers? I believe they're in the cards as well, but I'ma just give them to you just in case.

Speaker speaker_5: Okay.

Speaker speaker_4: Okay. So for your hospital indemnity it's gonna be American Public Life and their phone number is 800-256-8606. I'ma repeat it one more time. So that's 800-256-8606. So that's the first number. And then the second number would be for 90 Degrees, which would be for your Stay Healthy plan. That phone number is 800-833-4290 and extension number one. I'ma repeat it one more time. So that's 800-833-4290 extension one.

Speaker speaker_5: And that's for 90 Degrees?

Speaker speaker_4: Correct. The second one's for your preventative and then the first one is for your hospital indemnity plan. So I would call, um, both of those carriers to see what they tell you, 'cause I'm not really sure which one you have to go to, since we're just the hospital indem-... I mean, the healthcare administrators. But I would call both of them just in case. And I was also gonna tell you that you're missing a beneficiary for your critical illness group accident.

Speaker speaker_5: Yeah, I didn't put that in.

Speaker speaker_4: Did you wanna go ahead and add one or did you still wanna leave it how it is?

Speaker speaker_5: Leave it how it is. But I got, um, I got the good plan, right?

Speaker speaker_4: Yeah. You have the Insure Plus Enhanced as far as the hospital indemnity, so you have the one that would pay the... A greater, higher dollar amount towards those services.

Speaker speaker_5: Okay. All right. Thank you for calling me.

Speaker speaker_4: You're welcome. Have a nice day. Um, did you want me to transfer you to any of those numbers or did you just wanna call on your own time?

Speaker speaker_5: I'll call 'em back... My mom was calling me so I just gotta call her back real quick.

Speaker speaker_4: Oh, okay. Sorry. Have a nice day.

Speaker speaker_5: You too.