Transcript: Estefania Acevedo-5064543409061888-4779804257206272

Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi. Yes, ma'am. Um, I'm calling on behalf of a friend who's beside me here, and, um, this is his insur- they gave him this information for his insurance, and, um, he needs to find a primary care physician, and, um, also just find out, um, like, what all this insurance covers, like what the co-pays may look like. Okay. So I can give him that information, but for me to get in his file and you to, like, kind of speak on his behalf, I do need verbal permission from him. Yeah, that's fine. I'm sitting right here. That'd be fine. My name's Terry Shelton. Okay. I just need the last four of your Social and I need the name of the staffing agency. Oh, um, 3308, and I am under AmeriStaff. Okay, thank you. Thank you. And then I just need to ask, um... I'm sorry, what was your first and last name again? Uh, Terry Shelton. Okay, and then could you please verify for security purposes your address and date of birth? Uh, it should be 316 Cameron Road, Apartment 3, Martinsville, Virginia. And, uh, date of birth is 08/16/1990. Okay, thank you. That, that was really the only security questions I needed to ask. Um, if you, if you're busy, I can always skip for the information as well now that you gave me permission. Yeah, please go ahead. Okay. All right. So, um, he has the VIP Standard for employee. So with the plan that you currently have, you're not required to stay within the network. As long as they take that insurance, you can use providers outside of the network. But if you do wanna contact, uh, clinics that are within the network, I could always provide the number of MultiPlan. And I can also send you your card virtually, and it has that number attached to it if you want me to do that. Okay, yeah. Could, yeah, could you send that to him virtually please? Yes. And then I can also send him the benefit guide. That benefit guide is gonna show him the plan that he has and the services that it covers. So for the plan that he has, it covers a flat fee towards the service that he goes for. So for example, for emergency room, it covers $50 per day for a max of three days. So that means if his bill was to be $100, the insurance would cover $50 and he would still have help. Okay. Okay? Thank you. You're welcome. And can I put you in a brief hold while I send that information over to the email? Yes, ma'am. What, which email is on file? I have thegladefoi. Okay. Yeah, yeah, yeah. That'll work. Thank you. You're welcome. Um, I'm gonna go ahead and send you that. I'ma put you in a brief hold while I do that. Yes, ma'am. Thank you. Mm-hmm. So that's good. So she's saying that... Yeah. 5, 4, 3, 2, 1. Go. . Are you still recording? This is so funny. Yeah, just do everything and then help you, like, determine what is what. Okay. Thank you. Bye. Hey. I got it. Yeah, that's perfect. Understood. Okay. Thanks a lot.... to the doctor's office, we'll have to send over the medication that you need and why you need it, and we will take ... Okay. I'm gonna go ahead and email that to you. Um, I wanna know if you wanna double-check that you did receive it. Uh, I sent you the benefit guide in that same email, and then the card as well. Okay. Um, he's driving right now, so he can't check it, but if not, I will definitely call back and- Okay. ... and see if we can get a

read on it. Um, and if for some reason you don't see it before calling, I would also check your spam and then the junk file, 'cause sometimes I have noticed that it sends it to that file. Okay. Thank you so much. Okay. That's great. And um- Um, oh. ... I have, I have one more question for you. Mm-hmm. Oh sorry, go ahead. I was gonna a- I was gonna tell him that for the plan that he selected, they never send that card out to the members. Uh, that's something that he would have to request once he became active. So if he does want a physical card for the plan that he selected, I can go ahead and put a request for him to receive it. Yeah. That would be great. Thank you. Okay. So he, so request it? Yes, please. Okay. Yes, ma'am. And then what was the question? Um, so y- so I was just curious, like I know that this insurance is provided through the temp agency, but if, you know, if something happened to where maybe he needed like to just see other options out there, like would he be able to do that because they provide that insur- th- this insurance? Or like would he still be able to see other options if need be? Like if he was to ch- like if he wants to change insurances? Yes, ma'am. Okay. Um, so at any time he can cancel that plan. If he... it's not mandatory for him to have the insurance that he has. It's something completely optional, and to the employees. So at any time, let's say he doesn't want this plan anymore and, um, doesn't wanna enroll into the any other plans that they offer, he can cancel it at any time. But the only time that he's able to enroll into new plans or enroll into in general is within, um, his company open enrollment period, which I can check to see what month that falls in. Let me see. Hold on one second. Let me check real quick. So for them- Okay. ... they are back in company open enrollment in the month of June, but at any time he can cancel his plan. He, he doesn't have to be with this insurance if he doesn't want to. But if he does cancel it and later on wants to enroll, he can't just call in or call whenever. The only period that he would be able to do that is when the company, within company open enrollment. For them, it's in the month of June. Up until June- Okay. ... all the way till August. I don't have the updated dates, but it's typically around the same months always. Okay. Thank you so much. And then it should take probably like, um, seven to ten business days, not including weekends or holidays, um, for him to receive that card. Okay. Thank you. You're welcome. Did you have any other questions? Think we're good. Thank you so much. You welcome. Have a nice day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Yes, ma'am. Um, I'm calling on behalf of a friend who's beside me here, and, um, this is his insur- they gave him this information for his insurance, and, um, he needs to find a primary care physician, and, um, also just find out, um, like, what all this insurance covers, like what the co-pays may look like.

Speaker speaker_0: Okay. So I can give him that information, but for me to get in his file and you to, like, kind of speak on his behalf, I do need verbal permission from him.

Speaker speaker_2: Yeah, that's fine. I'm sitting right here. That'd be fine. My name's Terry Shelton.

Speaker speaker_0: Okay. I just need the last four of your Social and I need the name of the staffing agency.

Speaker speaker_2: Oh, um, 3308, and I am under AmeriStaff.

Speaker speaker_0: Okay, thank you. Thank you. And then I just need to ask, um... I'm sorry, what was your first and last name again?

Speaker speaker_2: Uh, Terry Shelton.

Speaker speaker_0: Okay, and then could you please verify for security purposes your address and date of birth?

Speaker speaker_2: Uh, it should be 316 Cameron Road, Apartment 3, Martinsville, Virginia. And, uh, date of birth is 08/16/1990.

Speaker speaker_0: Okay, thank you. That, that was really the only security questions I needed to ask. Um, if you, if you're busy, I can always skip for the information as well now that you gave me permission.

Speaker speaker_2: Yeah, please go ahead.

Speaker speaker_0: Okay. All right. So, um, he has the VIP Standard for employee. So with the plan that you currently have, you're not required to stay within the network. As long as they take that insurance, you can use providers outside of the network. But if you do wanna contact, uh, clinics that are within the network, I could always provide the number of MultiPlan. And I can also send you your card virtually, and it has that number attached to it if you want me to do that.

Speaker speaker_1: Okay, yeah. Could, yeah, could you send that to him virtually please?

Speaker speaker_0: Yes. And then I can also send him the benefit guide. That benefit guide is gonna show him the plan that he has and the services that it covers. So for the plan that he has, it covers a flat fee towards the service that he goes for. So for example, for emergency room, it covers $50 per day for a max of three days. So that means if his bill was to be $100, the insurance would cover $50 and he would still have help.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. And can I put you in a brief hold while I send that information over to the email?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: What, which email is on file?

Speaker speaker_0: I have thegladefoi.

Speaker speaker_2: Okay. Yeah, yeah, yeah. That'll work. Thank you.

Speaker speaker_0: You're welcome. Um, I'm gonna go ahead and send you that. I'ma put you in a brief hold while I do that.

Speaker speaker_1: Yes, ma'am. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: So that's good. So she's saying that... Yeah. 5, 4, 3, 2, 1. Go. . Are you still recording? This is so funny. Yeah, just do everything and then help you, like, determine what is what. Okay. Thank you. Bye.

Speaker speaker_2: Hey.

Speaker speaker_3: I got it.

Speaker speaker_1: Yeah, that's perfect. Understood. Okay. Thanks a lot.... to the doctor's office, we'll have to send over the medication that you need and why you need it, and we will take ...

Speaker speaker_0: Okay. I'm gonna go ahead and email that to you. Um, I wanna know if you wanna double-check that you did receive it. Uh, I sent you the benefit guide in that same email, and then the card as well.

Speaker speaker_1: Okay. Um, he's driving right now, so he can't check it, but if not, I will definitely call back and-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and see if we can get a read on it.

Speaker speaker_0: Um, and if for some reason you don't see it before calling, I would also check your spam and then the junk file, 'cause sometimes I have noticed that it sends it to that file.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Okay.

Speaker speaker_1: That's great. And um-

Speaker speaker_0: Um, oh.

Speaker speaker_1: ... I have, I have one more question for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh sorry, go ahead.

Speaker speaker_0: I was gonna a- I was gonna tell him that for the plan that he selected, they never send that card out to the members. Uh, that's something that he would have to request once he became active. So if he does want a physical card for the plan that he selected, I can go ahead and put a request for him to receive it.

Speaker speaker_1: Yeah. That would be great. Thank you.

Speaker speaker_0: Okay. So he, so request it?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. Yes, ma'am. And then what was the question?

Speaker speaker_1: Um, so y- so I was just curious, like I know that this insurance is provided through the temp agency, but if, you know, if something happened to where maybe he needed like to just see other options out there, like would he be able to do that because they provide that insur- th- this insurance? Or like would he still be able to see other options if need be?

Speaker speaker_0: Like if he was to ch- like if he wants to change insurances?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so at any time he can cancel that plan. If he... it's not mandatory for him to have the insurance that he has. It's something completely optional, and to the employees. So at any time, let's say he doesn't want this plan anymore and, um, doesn't wanna enroll into the any other plans that they offer, he can cancel it at any time. But the only time that he's able to enroll into new plans or enroll into in general is within, um, his company open enrollment period, which I can check to see what month that falls in. Let me see. Hold on one second. Let me check real quick. So for them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they are back in company open enrollment in the month of June, but at any time he can cancel his plan. He, he doesn't have to be with this insurance if he doesn't want to. But if he does cancel it and later on wants to enroll, he can't just call in or call whenever. The only period that he would be able to do that is when the company, within company open enrollment. For them, it's in the month of June. Up until June-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all the way till August. I don't have the updated dates, but it's typically around the same months always.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: And then it should take probably like, um, seven to ten business days, not including weekends or holidays, um, for him to receive that card.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Did you have any other questions?

Speaker speaker_1: Think we're good. Thank you so much.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.