

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name's Stephanie. How can I assist you? Yes, ma'am. I had a question about this, uh, benefit card. Um, I've never really been with 90 Degree Benefits and, uh, I'm not too sure where I can use it or how to use it. Okay. Yeah, I can open your file up if you want so that I can check to see what plans you have. It sounds like you have the MEC by what you're telling me but let me just make sure before I give you the carrier's information. Um, which staffing agency do you work for? Uh, staffing agency? Yes, sir. Yeah, it's a, it's a staffing agency named Carlton Staffing. And then what are the last four of your Social? 6589. For security purposes, could you verify your address and date of birth? 8011 Knifewood Forest, Houston, Texas 77088. My date of birth is 11/3/92. Is 832-607-4051 your phone number? Yes. And then I have S-H-A-H-E-E-N-L-B-A-S-R-I89@yahoo.com? No, that's not mine. No? Okay, what's the new email? It's, uh, give me one second. It's Marco, M-A-R-C-O, period, Pineda, P-I-N-E-D-A-I-I27@gmail.com. Okay. Thank you. And then I must... Um, you said Marco.PinedaI27@gmail.com? Is that correct? Yes. Great. Thank you. All right. So it looks like you have the MEC TeleRx, so you do have to stay within the network for that, so you would have to contact MultiPlan. And if you want, I can go ahead and give you their phone number. Yeah, can you give me their number please? Mm-hmm. I have a phone number and, if you want, I can also provide their, um, email. Not email, sorry, their website. Yeah. Uh, uh, uh, I, I have... I have a number. I don't know if it's the right one. Is it, uh, 800-884-6993? Uh, let me verify. Give me one second. I'm sorry. Was it... Did you say 800-884-6993? Yes. Yes. That's the number that you're gonna call to find, um- Okay. ... the list of the PPO, and then they also have a website. I don't know if you want me to provide that website because I s- I, I see, I see it right here too. Yeah, so that's the number- So what about- Mm-hmm. Yeah, what about like pharmacy-wise? I know it says Elexar. I don't know, like, uh, Elexar or something like that. Yeah. I've never heard of that. Yeah, so that would be who you get your prescription benefits through. Um, and then I have their contact number as well. Well, I mean, on the card it has everybody's contact number. I just didn't know who to contact or, uh, what to do- Yeah, so- ... you know, so- So to find, um, a clinic to go to or a doctor, you would call that number that ends in 6993 which is the MultiPlan network and then for when it comes to your prescription benefits, you would go through Alecsar. Okay. Now, um, will you be able to tell me, because on my card it says no copays, no deductible, no out of pocket, like, and that's the plan that I have. So yeah, that's through Alecsar. Okay. For your prescription benefits. Well, it also says it right here on the MultiPlan. Like, under the MultiPlan, it says no copays, no deductibles, no out of pocket. Yes, 'cause you... As long as you stay within the network though. If you go outside- Yeah, yeah, yeah. ... of the network, then you would have to pay that. Okay. Thank you so much. I'll give them a call. Okay. And then I was gonna tell you, to find what medications are covered or to find a pharmacy near you, um, you

could visit the alecsarsolutions.com website or you could call them as well. Okay. Okay, thank you so much. You're welcome. Have a nice day, sir. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. I had a question about this, uh, benefit card. Um, I've never really been with 90 Degree Benefits and, uh, I'm not too sure where I can use it or how to use it.

Speaker speaker_0: Okay. Yeah, I can open your file up if you want so that I can check to see what plans you have. It sounds like you have the MEC by what you're telling me but let me just make sure before I give you the carrier's information. Um, which staffing agency do you work for?

Speaker speaker_1: Uh, staffing agency?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, it's a, it's a staffing agency named Carlton Staffing.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 6589.

Speaker speaker_0: For security purposes, could you verify your address and date of birth?

Speaker speaker_1: 8011 Knifewood Forest, Houston, Texas 77088. My date of birth is 11/3/92.

Speaker speaker_0: Is 832-607-4051 your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have S-H-A-H-E-E-N-L-B-A-S-R-l89@yahoo.com?

Speaker speaker_1: No, that's not mine.

Speaker speaker_0: No? Okay, what's the new email?

Speaker speaker_1: It's, uh, give me one second. It's Marco, M-A-R-C-O, period, Pineda, P-I-N-E-D-A-I-l27@gmail.com.

Speaker speaker_0: Okay. Thank you. And then I must... Um, you said Marco.Pineda127@gmail.com? Is that correct?

Speaker speaker_1: Yes. Great.

Speaker speaker_0: Thank you. All right. So it looks like you have the MEC TeleRx, so you do have to stay within the network for that, so you would have to contact MultiPlan. And if you want, I can go ahead and give you their phone number.

Speaker speaker_1: Yeah, can you give me their number please?

Speaker speaker_0: Mm-hmm. I have a phone number and, if you want, I can also provide their, um, email. Not email, sorry, their website.

Speaker speaker_1: Yeah. Uh, uh, uh, I, I have... I have a number. I don't know if it's the right one. Is it, uh, 800-884-6993?

Speaker speaker_0: Uh, let me verify. Give me one second. I'm sorry. Was it... Did you say 800-884-6993?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes. That's the number that you're gonna call to find, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the list of the PPO, and then they also have a website. I don't know if you want me to provide that website because I s-

Speaker speaker_1: I, I see, I see it right here too.

Speaker speaker_0: Yeah, so that's the number-

Speaker speaker_1: So what about-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, what about like pharmacy-wise? I know it says Elexar. I don't know, like, uh, Elexar or something like that.

Speaker speaker_0: Yeah.

Speaker speaker_1: I've never heard of that.

Speaker speaker_0: Yeah, so that would be who you get your prescription benefits through. Um, and then I have their contact number as well.

Speaker speaker_1: Well, I mean, on the card it has everybody's contact number. I just didn't know who to contact or, uh, what to do-

Speaker speaker_0: Yeah, so-

Speaker speaker_1: ... you know, so-

Speaker speaker_0: So to find, um, a clinic to go to or a doctor, you would call that number that ends in 6993 which is the MultiPlan network and then for when it comes to your prescription benefits, you would go through Alecsar.

Speaker speaker_1: Okay. Now, um, will you be able to tell me, because on my card it says no copays, no deductible, no out of pocket, like, and that's the plan that I have.

Speaker speaker_0: So yeah, that's through Alecsar.

Speaker speaker_1: Okay.

Speaker speaker_0: For your prescription benefits.

Speaker speaker_1: Well, it also says it right here on the MultiPlan. Like, under the MultiPlan, it says no copays, no deductibles, no out of pocket.

Speaker speaker_0: Yes, 'cause you... As long as you stay within the network though. If you go outside-

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_0: ... of the network, then you would have to pay that.

Speaker speaker_1: Okay. Thank you so much. I'll give them a call.

Speaker speaker_0: Okay. And then I was gonna tell you, to find what medications are covered or to find a pharmacy near you, um, you could visit the alecsarsolutions.com website or you could call them as well.

Speaker speaker_1: Okay. Okay, thank you so much.

Speaker speaker_0: You're welcome. Have a nice day, sir.

Speaker speaker_1: You too.