

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey. You know, I'm calling from Benefits in a Card on behalf of Norris Staffing Group. Um, I was just calling to let you know that your cards are available, and I went ahead and emailed those to you. So I emailed you your dental, vision, and your medical card. I'm sorry. You re-emailed them? Um, I wasn't aware that they had been sent already, so I did email them. Ah. Okay. Um, well here's the thing. I- Did you have them already? I have gotten them. I went to my previous doctor and showed him the card. He's like, "I don't know who these people are." Um, my dentist as well, "I don't know who these people are." He does not recognize them. Mm-hmm. Um, so I don't know what kind of coverage this is. So, you probably would... So they probably don't accept the coverage, so you would have to contact that number that's in the email to find a provider for your dental. Hmm. Um- So that's probably something they don't take. Um, it really just depends on the providers. I would call the number that's attached to your PDF to find providers. And it's actually listed there. It's gonna show you the dental, vision, and your VIP Classic. Um, like, for your medical plan example, that one doesn't require a in-network requirement as w- You can use it out-of-network as long as the provider accepts it. So it really just depends on the provider. Okay. Sounds good. Yeah. Yeah. Thank you. You're welcome. And I would... If you're ever, like, curious if they take it or not, um, I would just probably favorite that email that I sent you, and call those numbers and ask, and then they'll actually let you know. Um, 'cause I just got done telling another member the same thing. Like, for your VIP Classic, it doesn't require a in-network requirement as long as the provider accepts it. If they don't accept it, then you would have to go somewhere else, of course, to receive coverage. But it really just depends on that provider. Okay. Sounds good. I will look that up. Thank you for calling me. You're welcome. And if you have any questions- Much appreciated. ... and if you need any assistance, we're open from 8:00 AM up until 8:00 PM Monday through Friday, and we'll be happy to help you. Okay. Thank you. What is your name? My name is Stephanie, and, um, that email's gonna come from info@benefitsinacard.com. Okay. Great. Thank you so much. I appreciate this. You're welcome. Have a nice day. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey. You know, I'm calling from Benefits in a Card on behalf of Norris Staffing Group. Um, I was just calling to let you know that your cards are available, and I went

ahead and emailed those to you. So I emailed you your dental, vision, and your medical card.

Speaker speaker_2: I'm sorry. You re-emailed them?

Speaker speaker_1: Um, I wasn't aware that they had been sent already, so I did email them.

Speaker speaker_2: Ah. Okay. Um, well here's the thing. I-

Speaker speaker_1: Did you have them already?

Speaker speaker_2: I have gotten them. I went to my previous doctor and showed him the card. He's like, "I don't know who these people are." Um, my dentist as well, "I don't know who these people are." He does not recognize them.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, so I don't know what kind of coverage this is.

Speaker speaker_1: So, you probably would... So they probably don't accept the coverage, so you would have to contact that number that's in the email to find a provider for your dental.

Speaker speaker_2: Hmm. Um-

Speaker speaker_1: So that's probably something they don't take. Um, it really just depends on the providers. I would call the number that's attached to your PDF to find providers. And it's actually listed there. It's gonna show you the dental, vision, and your VIP Classic. Um, like, for your medical plan example, that one doesn't require a in-network requirement as w- You can use it out-of-network as long as the provider accepts it. So it really just depends on the provider.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. And I would... If you're ever, like, curious if they take it or not, um, I would just probably favorite that email that I sent you, and call those numbers and ask, and then they'll actually let you know. Um, 'cause I just got done telling another member the same thing. Like, for your VIP Classic, it doesn't require a in-network requirement as long as the provider accepts it. If they don't accept it, then you would have to go somewhere else, of course, to receive coverage. But it really just depends on that provider.

Speaker speaker_2: Okay. Sounds good. I will look that up. Thank you for calling me.

Speaker speaker_1: You're welcome. And if you have any questions-

Speaker speaker_2: Much appreciated.

Speaker speaker_1: ... and if you need any assistance, we're open from 8:00 AM up until 8:00 PM Monday through Friday, and we'll be happy to help you.

Speaker speaker_2: Okay. Thank you. What is your name?

Speaker speaker_1: My name is Stephanie, and, um, that email's gonna come from info@benefitsinacard.com.

Speaker speaker_2: Okay. Great. Thank you so much. I appreciate this.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.