

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? Hi. Um, I just had my insurance card mailed to me earlier, but I am having such an issue with them and I need to understand, do I actually have medical? Because looking at my cards, it doesn't look like I have regular medical insurance. Uh, yeah, I can help you. Um, what staffing agency do you work for? Um, MAU. And then what are the last four of your social? Uh, 3750. Three... And what's your first and last name? Crystal Wheaton. For security purposes, could you please verify your address as well as your date of birth? 221 Twiggs Corner, Peachtree City, Georgia, 30269, 4/20/81. Okay, thank you. Is your phone number still 770-362-6588? Yes. Can I have your first initial, last name, four@rockmail.com? Rockatmail.com? Yes. Okay. So you do have, um, one of the medical plans. It's called the Insure Plus Enhance. Is that the card that you have? Um, the card that I have, it says limited benefit hospital indemnity. Mm-hmm. Yeah, so that's your, um, medical card, so... So that- For that. ... is regular medical? What does it cover? So it covers daily hospital confinement. It'll cover \$100 per day, intensive care, culinary care unit, \$400 per day, annual first occurrence hospital surgical. It'll cover \$1,500. Outpatient sickness, it'll cover \$75. Diagnostic testing, \$250 per year. If you wish, I can, um, send you the benefit guide because that benefit h-guide has all the services that it covers as well as the dollar amount that it would cover. Hm. That would be great if you could do that. And- Okay. ... but are you saying, like, if I was to go to, like, a regular family practice, it covers that too? So you would have to... Like, for specific services, um, you would have to speak to the carrier to see if it would be covered or not. I can really just provide the information that I see on the guide. But it covers hospital emergency rooms- And how do I get ahold of the carrier? So I could give you that information. And then, like, the carrier information should also be on the card. So you could contact the MultiPlan Network number. Oh, that was an automated number. So- That was an automated number and they wanted me to print a list, and they wouldn't put me, they wouldn't even put a person on the phone. Okay. So in that case, you could always try to speak to the carrier, which is American Public Life. I could transfer you and, if you want, I can go ahead and send you the information as well. Yes. Do that, please. Okay. Um, can I put you in a brief hold while I send you that information? Yes. Okay. Thank you. I wonder who's bringing sons out. I'm sure this is my year where I can really hear out things anyway. I don't know why my ear echoes. I'm gonna call the receptionist if I want to get something before the end of this period. No, no, no. Now a list of what this coverage is, so they must have been talking. That's what that was. It was very similar. So then I'm just going to get- Hm. ... a certain card. Okay, thank you for your hold, Crystal. I went ahead and sent you that information to your email file. Um, do you mind verifying that you have received it? So in that email, I attached your benefit guide which will explain all the

services that it covers as well as the retail that it would pay towards that service. And then I also attached the medical providers' phone numbers for your vision, dental, and medical plan as well as the phone number for the carrier which would be American Public Life for that Insure Plus plan. Okay, I received it. All right. Um, if you have any questions, you're always welcome to give us a call. If you have any detailed questions about if a certain service would be covered, um, I would contact that American Public Life phone number which I attached to that email. Okay. All right. Do you have any more questions for me? Um... No, I think I'm good. Okay. Well, thank you for your time. I hope you have a great day. Happy Thanksgiving. All right, thank you. Bye. Bye.

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: Hi. Um, I just had my insurance card mailed to me earlier, but I am having such an issue with them and I need to understand, do I actually have medical? Because looking at my cards, it doesn't look like I have regular medical insurance.

Speaker speaker_1: Uh, yeah, I can help you. Um, what staffing agency do you work for?

Speaker speaker_2: Um, MAU.

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

Speaker speaker_2: Uh, 3750.

Speaker speaker_1: Three... And what's your first and last name?

Speaker speaker_2: Crystal Wheaton.

Speaker speaker_1: For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_2: 221 Twiggs Corner, Peachtree City, Georgia, 30269, 4/20/81.

Speaker speaker_1: Okay, thank you. Is your phone number still 770-362-6588?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your first initial, last name, four@rockmail.com? Rockatmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you do have, um, one of the medical plans. It's called the Insure Plus Enhance. Is that the card that you have?

Speaker speaker_2: Um, the card that I have, it says limited benefit hospital indemnity.

Speaker speaker_1: Mm-hmm. Yeah, so that's your, um, medical card, so...

Speaker speaker_2: So that-

Speaker speaker_1: For that.

Speaker speaker_2: ... is regular medical? What does it cover?

Speaker speaker_1: So it covers daily hospital confinement. It'll cover \$100 per day, intensive care, culinary care unit, \$400 per day, annual first occurrence hospital surgical. It'll cover \$1,500. Outpatient sickness, it'll cover \$75. Diagnostic testing, \$250 per year. If you wish, I can, um, send you the benefit guide because that benefit h-guide has all the services that it covers as well as the dollar amount that it would cover.

Speaker speaker_2: Hm. That would be great if you could do that. And-

Speaker speaker_1: Okay.

Speaker speaker_2: ... but are you saying, like, if I was to go to, like, a regular family practice, it covers that too?

Speaker speaker_1: So you would have to... Like, for specific services, um, you would have to speak to the carrier to see if it would be covered or not. I can really just provide the information that I see on the guide. But it covers hospital emergency rooms-

Speaker speaker_2: And how do I get ahold of the carrier?

Speaker speaker_1: So I could give you that information. And then, like, the carrier information should also be on the card. So you could contact the MultiPlan Network number.

Speaker speaker_2: Oh, that was an automated number.

Speaker speaker_1: So-

Speaker speaker_2: That was an automated number and they wanted me to print a list, and they wouldn't put me, they wouldn't even put a person on the phone.

Speaker speaker_1: Okay. So in that case, you could always try to speak to the carrier, which is American Public Life. I could transfer you and, if you want, I can go ahead and send you the information as well.

Speaker speaker_2: Yes. Do that, please.

Speaker speaker_1: Okay. Um, can I put you in a brief hold while I send you that information?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_3: I wonder who's bringing sons out.

Speaker speaker_4: I'm sure this is my year where I can really hear out things anyway. I don't know why my ear echoes. I'm gonna call the receptionist if I want to get something before the end of this period. No, no, no.

Speaker speaker_3: Now a list of what this coverage is, so they must have been talking. That's what that was.

Speaker speaker_5: It was very similar.

Speaker speaker_3: So then I'm just going to get-

Speaker speaker_4: Hm.

Speaker speaker_3: ... a certain card.

Speaker speaker_1: Okay, thank you for your hold, Crystal. I went ahead and sent you that information to your email file. Um, do you mind verifying that you have received it? So in that email, I attached your benefit guide which will explain all the services that it covers as well as the retail that it would pay towards that service. And then I also attached the medical providers' phone numbers for your vision, dental, and medical plan as well as the phone number for the carrier which would be American Public Life for that Insure Plus plan.

Speaker speaker_3: Okay, I received it.

Speaker speaker_1: All right. Um, if you have any questions, you're always welcome to give us a call. If you have any detailed questions about if a certain service would be covered, um, I would contact that American Public Life phone number which I attached to that email.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. Do you have any more questions for me?

Speaker speaker_3: Um... No, I think I'm good.

Speaker speaker_1: Okay. Well, thank you for your time. I hope you have a great day. Happy Thanksgiving.

Speaker speaker_3: All right, thank you. Bye.

Speaker speaker_1: Bye.